



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Treatment Perceptions Survey Report - Fall 2017

All Substance Treatment Programs

Overall Satisfaction¹
91.6%

Survey Response Rate
81.5%

There were surveys returned for clients.

The satisfaction score (items 2-7 and 10-14) for this program: **4.41** out of five.

The average rating on all survey questions for All Substance Treatment Programs: **4.39**.

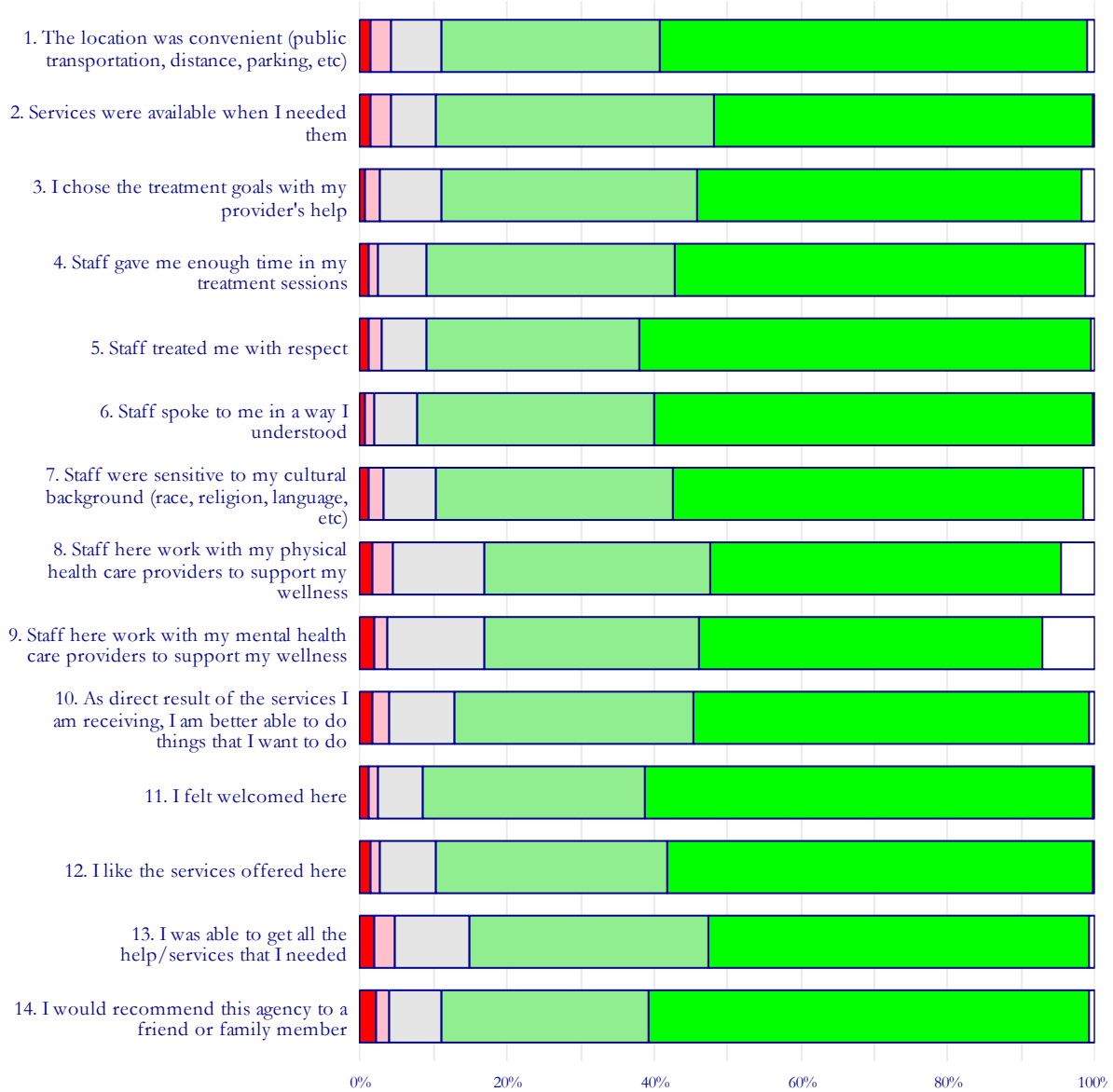
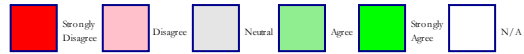
Survey Compliance

Survey Completion

Response	Count	Percentage
Completed Survey	1946	99.9
Blank Survey	2	0.1

¹ Overall Satisfaction calculated using questions 2 through 7 and 10 through 14. Surveys with a mean score of 3.5 or higher were counted as "satisfied." Approximate return rate is based on count of survey forms submitted as ratio to the number of unique persons with billings in the Avatar system during the week of the survey.

Satisfaction Survey



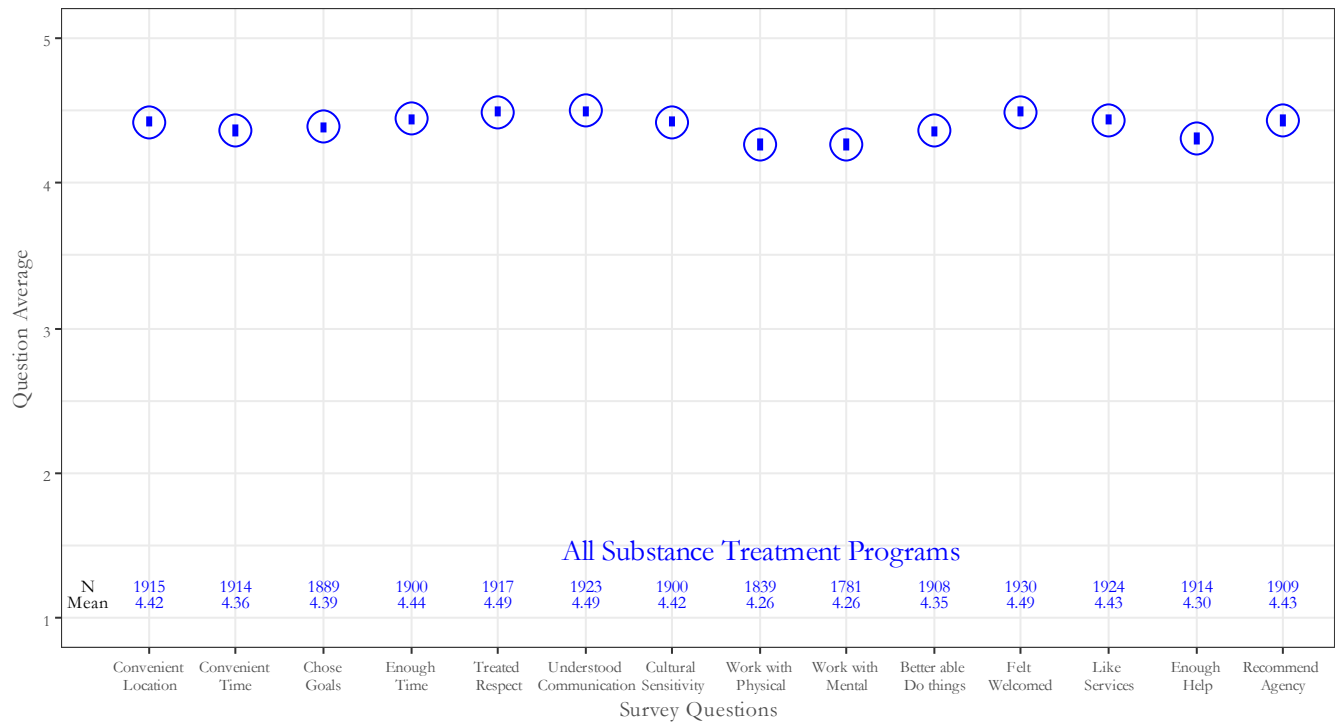
Satisfaction Survey

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A
1. The location was convenient (public transportation, distance, parking, etc)	27 1.4 %	55 2.8 %	130 6.7 %	579 29.9 %	1124 58.1 %	20 1.0 %
2. Services were available when I needed them	27 1.4 %	52 2.7 %	118 6.1 %	728 37.9 %	989 51.5 %	8 0.4 %
3. I chose the treatment goals with my provider's help	15 0.8 %	35 1.8 %	163 8.5 %	670 34.8 %	1006 52.3 %	35 1.8 %
4. Staff gave me enough time in my treatment sessions	23 1.2 %	22 1.1 %	129 6.7 %	647 33.7 %	1079 56.1 %	23 1.2 %
5. Staff treated me with respect	22 1.1 %	34 1.8 %	117 6.1 %	561 29.1 %	1183 61.4 %	10 0.5 %
6. Staff spoke to me in a way I understood	15 0.8 %	23 1.2 %	112 5.8 %	622 32.2 %	1151 59.6 %	8 0.4 %
7. Staff were sensitive to my cultural background (race, religion, language, etc)	21 1.1 %	41 2.1 %	139 7.2 %	619 32.1 %	1080 55.9 %	31 1.6 %
8. Staff here work with my physical health care providers to support my wellness	30 1.6 %	54 2.8 %	242 12.6 %	594 30.8 %	919 47.7 %	87 4.5 %
9. Staff here work with my mental health care providers to support my wellness	36 1.9 %	34 1.8 %	253 13.2 %	561 29.2 %	897 46.7 %	139 7.2 %
10. As direct result of the services I am receiving, I am better able to do things that I want to do	32 1.7 %	45 2.3 %	171 8.9 %	626 32.5 %	1034 53.7 %	18 0.9 %
11. I felt welcomed here	21 1.1 %	27 1.4 %	115 5.9 %	589 30.4 %	1178 60.8 %	8 0.4 %
12. I like the services offered here	27 1.4 %	27 1.4 %	146 7.6 %	608 31.5 %	1116 57.9 %	5 0.3 %
13. I was able to get all the help/services that I needed	38 2.0 %	53 2.8 %	196 10.2 %	628 32.6 %	999 51.8 %	14 0.7 %
14. I would recommend this agency to a friend or family member	43 2.2 %	35 1.8 %	136 7.1 %	543 28.2 %	1152 59.8 %	17 0.9 %

Satisfaction by Gender

Gender	Count	Satisfied	Percentage	Mean (1-5)
Female	598	543	90.80	4.39
Male	1190	1102	92.61	4.44
Transgender	38	35	92.11	4.34
Decline/No answer	104	87	83.65	4.26
Other	18	13	72.22	4.03

Satisfaction Survey - Item Means and 95% Confidence Intervals



Satisfaction by Ethnicity

Ethnicity	Count	Satisfied	Percentage	Mean (1-5)
American Indian/Alaskan Native	65	60	92.31	4.30
Asian	34	33	97.06	4.67
Black/African American	488	444	90.98	4.40
Latinx	241	228	94.61	4.48
Native Hawaiian/Pacific Islander	25	21	84.00	4.42
White/Caucasian	705	650	92.20	4.43
Multi-ethnic	148	141	95.27	4.47
Other	115	100	86.96	4.31
Unknown	127	103	81.10	4.22



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Treatment Perceptions Survey Report - Fall 2017
AARS Lee Woodward Counseling Center for Women
Program codes (RUs): 01201

Overall Satisfaction¹
100.0%

Survey Response Rate
88.2%

There were surveys returned for 15 clients.

The satisfaction score (items 2-7 and 10-14) for this program: **4.72** out of five,
Other programs: **4.41**.

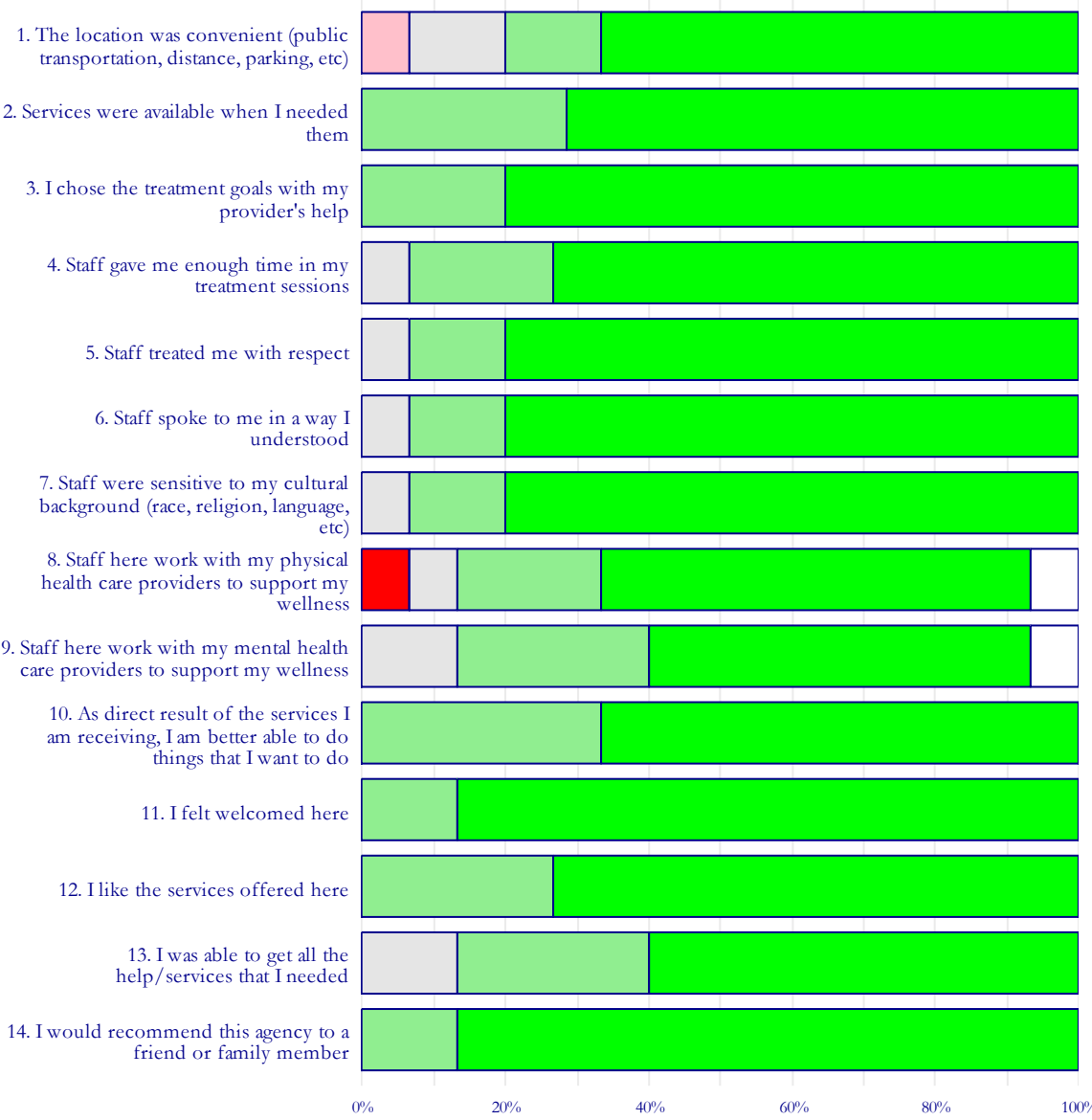
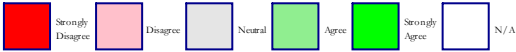
The average rating on all survey questions for AARS Lee Woodward Counseling Center for
Women: **4.66**
Other programs: **4.39**.

Survey Compliance

Response	AARS Lee Woodward Counseling Center for Women	Other Programs	Total
Completed Survey	15 100 %	1931 99.9 %	1946 99.9 %
Blank Survey	0 0 %	2 0.1 %	2 0.1 %
Total	15 100 %	1933 100 %	1948 100 %

¹ Overall Satisfaction calculated using questions 2 through 7 and 10 through 14. Surveys with a mean score of 3.5 or higher were counted as "satisfied." Approximate return rate is based on count of survey forms submitted as ratio to the number of unique persons with billings in the Avatar system during the week of the survey. That percent can exceed 100 if clients were surveyed but did not generate a billing.

Satisfaction Survey



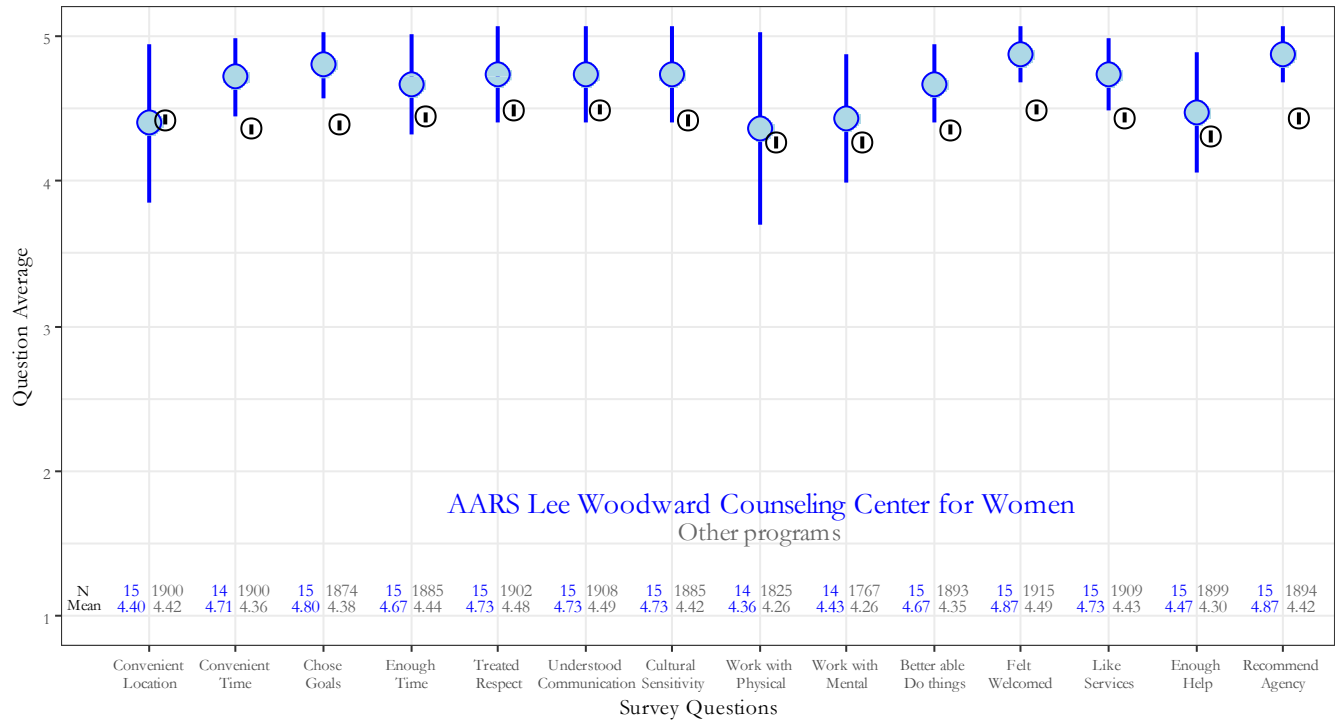
Satisfaction Survey

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A
1. The location was convenient (public transportation, distance, parking, etc)	0 0.0 %	1 6.7 %	2 13.3 %	2 13.3 %	10 66.7 %	0 0.0 %
2. Services were available when I needed them	0 0.0 %	0 0.0 %	0 0.0 %	4 28.6 %	10 71.4 %	0 0.0 %
3. I chose the treatment goals with my provider's help	0 0.0 %	0 0.0 %	0 0.0 %	3 20.0 %	12 80.0 %	0 0.0 %
4. Staff gave me enough time in my treatment sessions	0 0.0 %	0 0.0 %	1 6.7 %	3 20.0 %	11 73.3 %	0 0.0 %
5. Staff treated me with respect	0 0.0 %	0 0.0 %	1 6.7 %	2 13.3 %	12 80.0 %	0 0.0 %
6. Staff spoke to me in a way I understood	0 0.0 %	0 0.0 %	1 6.7 %	2 13.3 %	12 80.0 %	0 0.0 %
7. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	0 0.0 %	1 6.7 %	2 13.3 %	12 80.0 %	0 0.0 %
8. Staff here work with my physical health care providers to support my wellness	1 6.7 %	0 0.0 %	1 6.7 %	3 20.0 %	9 60.0 %	1 6.7 %
9. Staff here work with my mental health care providers to support my wellness	0 0.0 %	0 0.0 %	2 13.3 %	4 26.7 %	8 53.3 %	1 6.7 %
10. As direct result of the services I am receiving, I am better able to do things that I want to do	0 0.0 %	0 0.0 %	0 0.0 %	5 33.3 %	10 66.7 %	0 0.0 %
11. I felt welcomed here	0 0.0 %	0 0.0 %	0 0.0 %	2 13.3 %	13 86.7 %	0 0.0 %
12. I like the services offered here	0 0.0 %	0 0.0 %	0 0.0 %	4 26.7 %	11 73.3 %	0 0.0 %
13. I was able to get all the help/services that I needed	0 0.0 %	0 0.0 %	2 13.3 %	4 26.7 %	9 60.0 %	0 0.0 %
14. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	0 0.0 %	2 13.3 %	13 86.7 %	0 0.0 %

Satisfaction by Gender

Gender	Count	Satisfied	Percentage	Mean (1-5)
Female	14	14	100.00	4.78
Decline/No answer	1	1	100.00	3.91

Satisfaction Survey - Item Means and 95% Confidence Intervals



Satisfaction by Ethnicity

Ethnicity	Count	Satisfied	Percentage	Mean (1-5)
American Indian/Alaskan Native	1	1	100.00	5.00
Asian	1	1	100.00	5.00
Black/African American	1	1	100.00	3.91
Latinx	1	1	100.00	4.73
Native Hawaiian/Pacific Islander	2	2	100.00	5.00
White/Caucasian	5	5	100.00	4.52
Multi-ethnic	2	2	100.00	4.91
Other	1	1	100.00	4.82
Unknown	1	1	100.00	5.00



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Treatment Perceptions Survey Report - Fall 2017
AARS Project ADAPT SA
Program codes (RUs): 38371

Overall Satisfaction¹
95.0%

Survey Response Rate
90.9%

There were surveys returned for 20 clients.

The satisfaction score (items 2-7 and 10-14) for this program: **4.57** out of five,
Other programs: **4.41**.

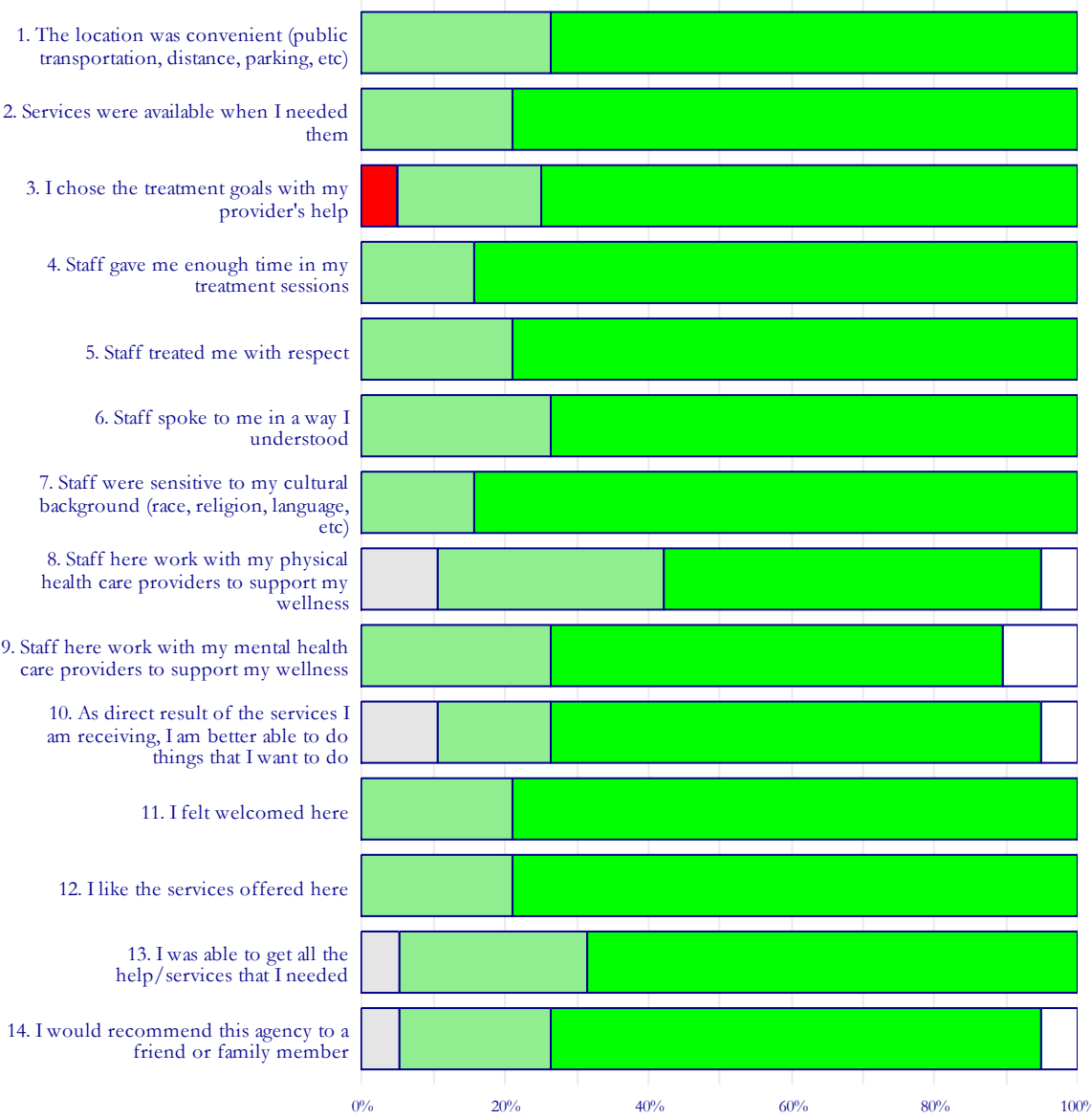
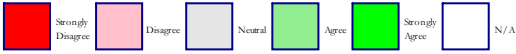
The average rating on all survey questions for AARS Project ADAPT SA: **4.55**
Other programs: **4.39**.

Survey Compliance

Response	AARS Project ADAPT SA	Other Programs	Total
Completed Survey	19 95 %	1927 99.9 %	1946 99.9 %
Blank Survey	1 5 %	1 0.1 %	2 0.1 %
Total	20 100 %	1928 100 %	1948 100 %

¹ Overall Satisfaction calculated using questions 2 through 7 and 10 through 14. Surveys with a mean score of 3.5 or higher were counted as "satisfied." Approximate return rate is based on count of survey forms submitted as ratio to the number of unique persons with billings in the Avatar system during the week of the survey. That percent can exceed 100 if clients were surveyed but did not generate a billing.

Satisfaction Survey



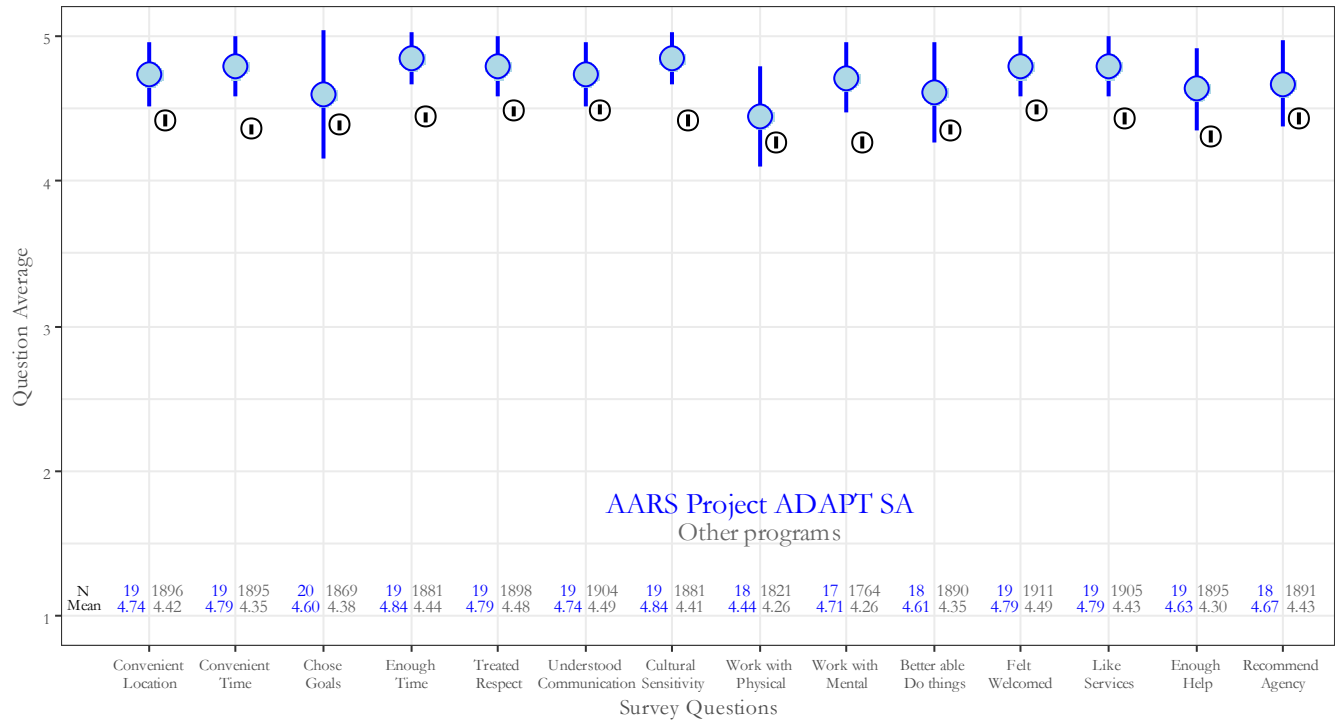
Satisfaction Survey

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A
1. The location was convenient (public transportation, distance, parking, etc)	0 0.0 %	0 0.0 %	0 0.0 %	5 26.3 %	14 73.7 %	0 0.0 %
2. Services were available when I needed them	0 0.0 %	0 0.0 %	0 0.0 %	4 21.1 %	15 79.0 %	0 0.0 %
3. I chose the treatment goals with my provider's help	1 5.0 %	0 0.0 %	0 0.0 %	4 20.0 %	15 75.0 %	0 0.0 %
4. Staff gave me enough time in my treatment sessions	0 0.0 %	0 0.0 %	0 0.0 %	3 15.8 %	16 84.2 %	0 0.0 %
5. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	4 21.1 %	15 79.0 %	0 0.0 %
6. Staff spoke to me in a way I understood	0 0.0 %	0 0.0 %	0 0.0 %	5 26.3 %	14 73.7 %	0 0.0 %
7. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	0 0.0 %	0 0.0 %	3 15.8 %	16 84.2 %	0 0.0 %
8. Staff here work with my physical health care providers to support my wellness	0 0.0 %	0 0.0 %	2 10.5 %	6 31.6 %	10 52.6 %	1 5.3 %
9. Staff here work with my mental health care providers to support my wellness	0 0.0 %	0 0.0 %	0 0.0 %	5 26.3 %	12 63.2 %	2 10.5 %
10. As direct result of the services I am receiving, I am better able to do things that I want to do	0 0.0 %	0 0.0 %	2 10.5 %	3 15.8 %	13 68.4 %	1 5.3 %
11. I felt welcomed here	0 0.0 %	0 0.0 %	0 0.0 %	4 21.1 %	15 79.0 %	0 0.0 %
12. I like the services offered here	0 0.0 %	0 0.0 %	0 0.0 %	4 21.1 %	15 79.0 %	0 0.0 %
13. I was able to get all the help/services that I needed	0 0.0 %	0 0.0 %	1 5.3 %	5 26.3 %	13 68.4 %	0 0.0 %
14. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	1 5.3 %	4 21.1 %	13 68.4 %	1 5.3 %

Satisfaction by Gender

Gender	Count	Satisfied	Percentage	Mean (1-5)
Female	2	2	100.00	4.73
Male	15	15	100.00	4.78
Transgender	1	1	100.00	5.00
Decline/No answer	2	1	50.00	2.59

Satisfaction Survey - Item Means and 95% Confidence Intervals



Satisfaction by Ethnicity

Ethnicity	Count	Satisfied	Percentage	Mean (1-5)
Black/African American	5	5	100.00	4.58
Latinx	1	1	100.00	4.73
White/Caucasian	7	7	100.00	4.82
Multi-ethnic	3	3	100.00	4.97
Other	1	1	100.00	5.00
Unknown	3	2	66.67	3.36



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SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Treatment Perceptions Survey Report - Fall 2017

AARS Residential Recovery Services

Program codes (RUs): 38252

Overall Satisfaction¹

50.0%

Survey Response Rate

80.0%

There were surveys returned for 8 clients.

The satisfaction score (items 2-7 and 10-14) for this program: **3.14** out of five,
Other programs: **4.42**.

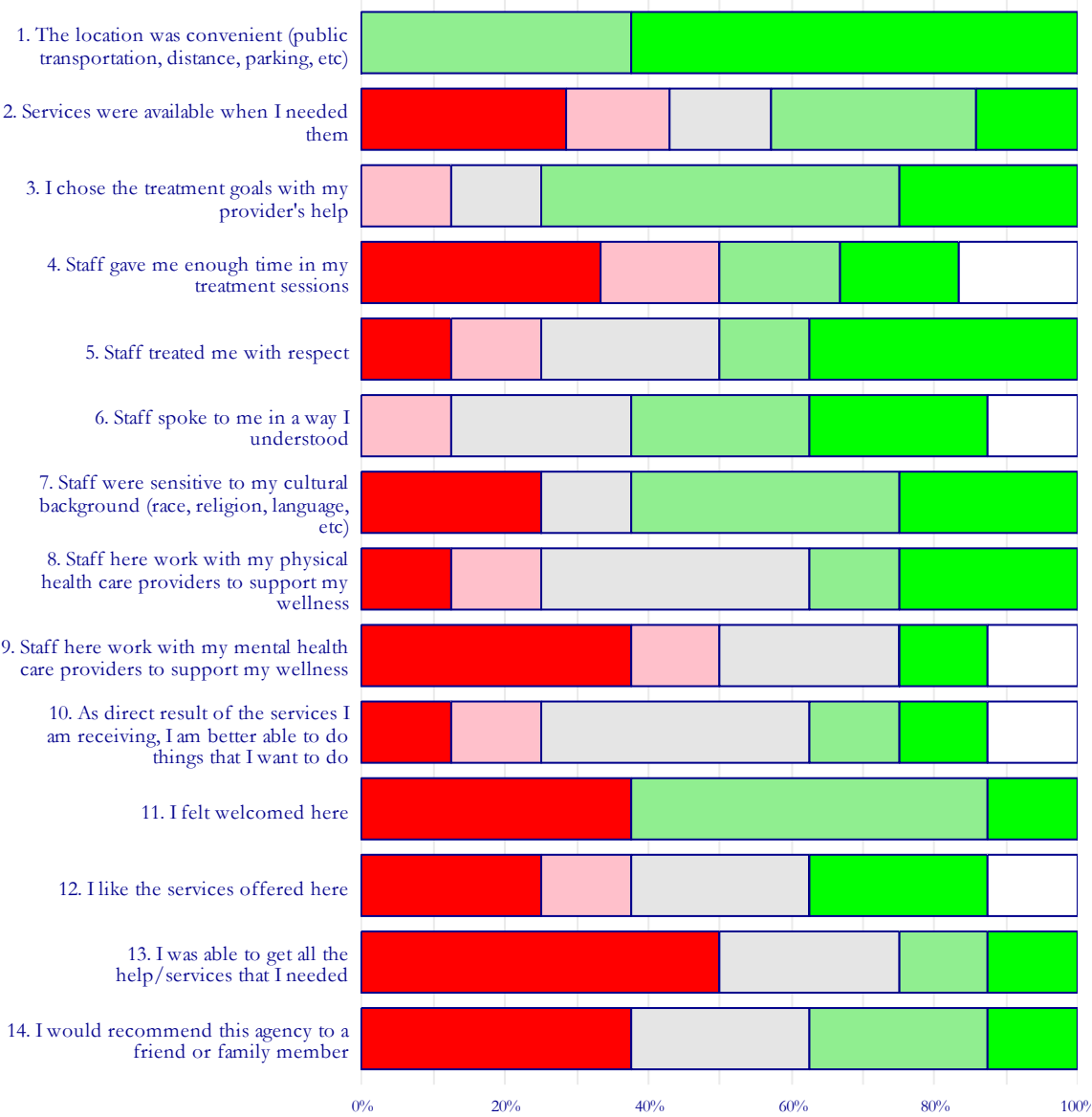
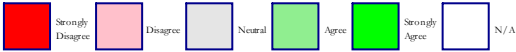
The average rating on all survey questions for AARS Residential Recovery Services: **3.20**
Other programs: **4.39**.

Survey Compliance

Response	AARS Residential Recovery Services	Other Programs	Total
Completed Survey	8 100 %	1938 99.9 %	1946 99.9 %
Blank Survey	0 0 %	2 0.1 %	2 0.1 %
Total	8 100 %	1940 100 %	1948 100 %

¹ Overall Satisfaction calculated using questions 2 through 7 and 10 through 14. Surveys with a mean score of 3.5 or higher were counted as "satisfied." Approximate return rate is based on count of survey forms submitted as ratio to the number of unique persons with billings in the Avatar system during the week of the survey. That percent can exceed 100 if clients were surveyed but did not generate a billing.

Satisfaction Survey



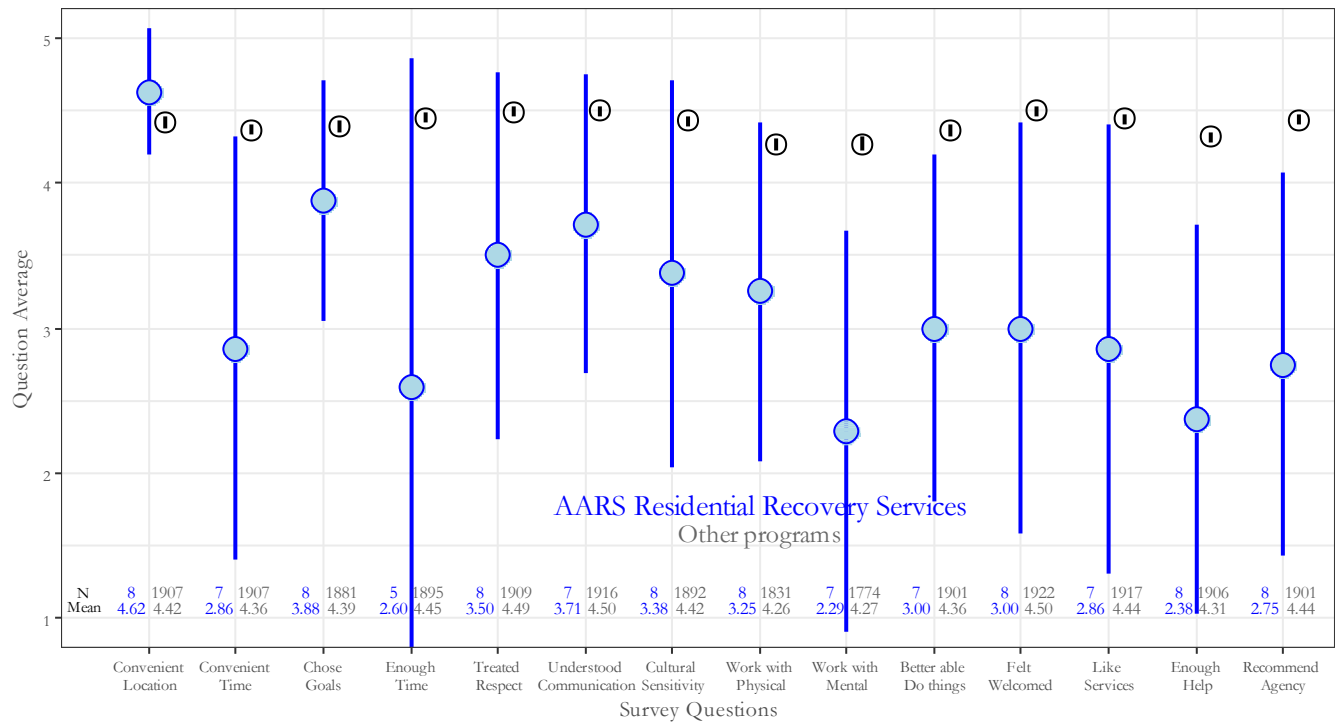
Satisfaction Survey

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A
1. The location was convenient (public transportation, distance, parking, etc)	0 0.0 %	0 0.0 %	0 0.0 %	3 37.5 %	5 62.5 %	0 0.0 %
2. Services were available when I needed them	2 28.6 %	1 14.3 %	1 14.3 %	2 28.6 %	1 14.3 %	0 0.0 %
3. I chose the treatment goals with my provider's help	0 0.0 %	1 12.5 %	1 12.5 %	4 50.0 %	2 25.0 %	0 0.0 %
4. Staff gave me enough time in my treatment sessions	2 33.3 %	1 16.7 %	0 0.0 %	1 16.7 %	1 16.7 %	1 16.7 %
5. Staff treated me with respect	1 12.5 %	1 12.5 %	2 25.0 %	1 12.5 %	3 37.5 %	0 0.0 %
6. Staff spoke to me in a way I understood	0 0.0 %	1 12.5 %	2 25.0 %	2 25.0 %	2 25.0 %	1 12.5 %
7. Staff were sensitive to my cultural background (race, religion, language, etc)	2 25.0 %	0 0.0 %	1 12.5 %	3 37.5 %	2 25.0 %	0 0.0 %
8. Staff here work with my physical health care providers to support my wellness	1 12.5 %	1 12.5 %	3 37.5 %	1 12.5 %	2 25.0 %	0 0.0 %
9. Staff here work with my mental health care providers to support my wellness	3 37.5 %	1 12.5 %	2 25.0 %	0 0.0 %	1 12.5 %	1 12.5 %
10. As direct result of the services I am receiving, I am better able to do things that I want to do	1 12.5 %	1 12.5 %	3 37.5 %	1 12.5 %	1 12.5 %	1 12.5 %
11. I felt welcomed here	3 37.5 %	0 0.0 %	0 0.0 %	4 50.0 %	1 12.5 %	0 0.0 %
12. I like the services offered here	2 25.0 %	1 12.5 %	2 25.0 %	0 0.0 %	2 25.0 %	1 12.5 %
13. I was able to get all the help/services that I needed	4 50.0 %	0 0.0 %	2 25.0 %	1 12.5 %	1 12.5 %	0 0.0 %
14. I would recommend this agency to a friend or family member	3 37.5 %	0 0.0 %	2 25.0 %	2 25.0 %	1 12.5 %	0 0.0 %

Satisfaction by Gender

Gender	Count	Satisfied	Percentage	Mean (1-5)
Male	8	4	50.00	3.14

Satisfaction Survey - Item Means and 95% Confidence Intervals



Satisfaction by Ethnicity

Ethnicity	Count	Satisfied	Percentage	Mean (1-5)
Black/African American	1	1	100.00	4.25
Latinx	3	2	66.67	3.74
White/Caucasian	2	0	0.00	2.23
Other	1	0	0.00	1.64
Unknown	1	1	100.00	3.55



San Francisco
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SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Treatment Perceptions Survey Report - Fall 2017
BAART Market Private Pay
Program codes (RUs): 89124

Overall Satisfaction¹
92.3%

Survey Response Rate
Not available, no Avatar billing

There were surveys returned for 14 clients.

The satisfaction score (items 2-7 and 10-14) for this program: **4.34** out of five,
Other programs: **4.41**.

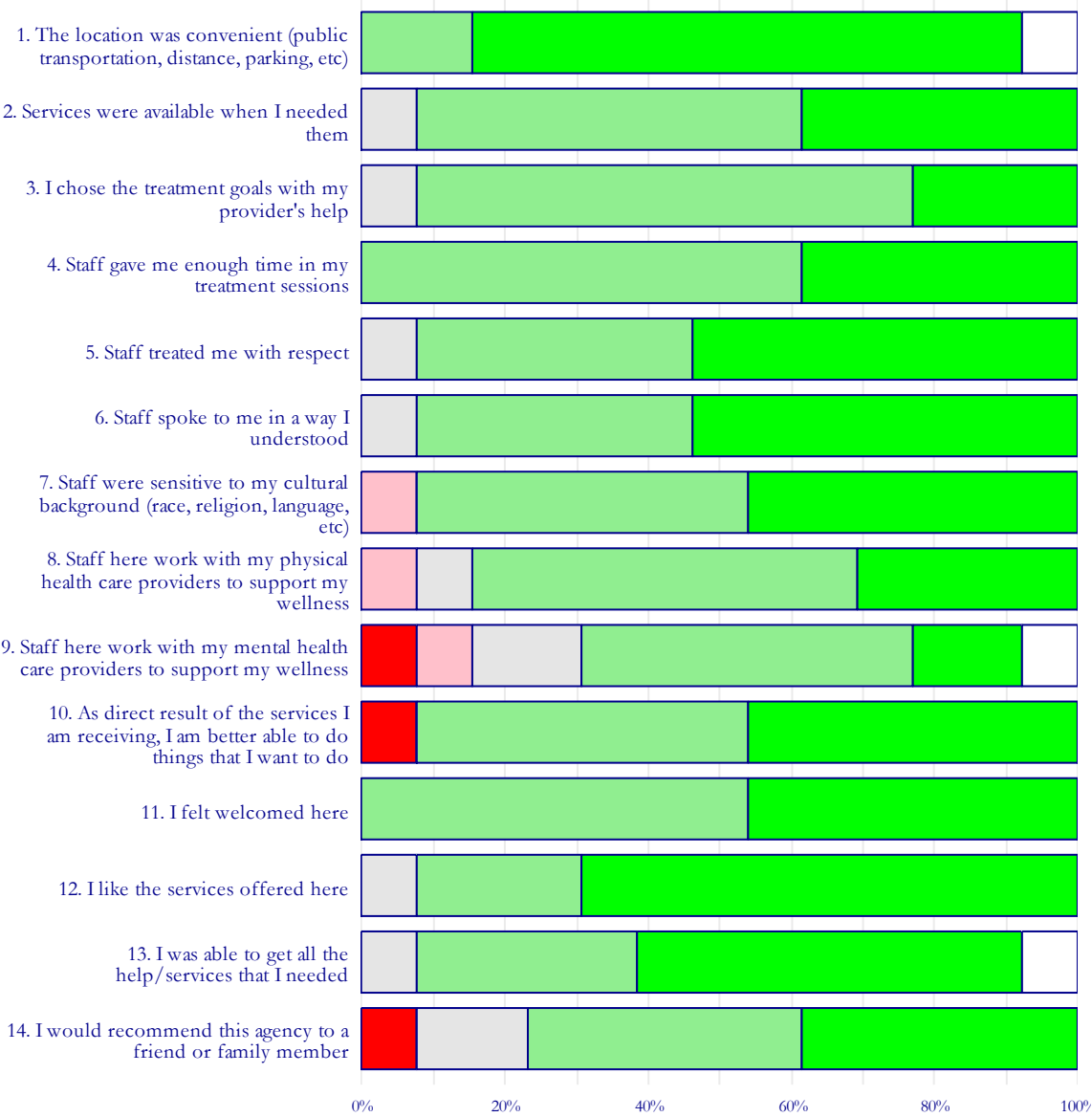
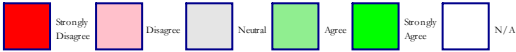
The average rating on all survey questions for BAART Market Private Pay: **4.30**
Other programs: **4.39**.

Survey Compliance

Response	BAART Market Private Pay	Other Programs	Total
Completed Survey	13 92.9 %	1933 99.9 %	1946 99.9 %
Blank Survey	1 7.1 %	1 0.1 %	2 0.1 %
Total	14 100 %	1934 100 %	1948 100 %

¹ Overall Satisfaction calculated using questions 2 through 7 and 10 through 14. Surveys with a mean score of 3.5 or higher were counted as "satisfied." Approximate return rate is based on count of survey forms submitted as ratio to the number of unique persons with billings in the Avatar system during the week of the survey. That percent can exceed 100 if clients were surveyed but did not generate a billing.

Satisfaction Survey



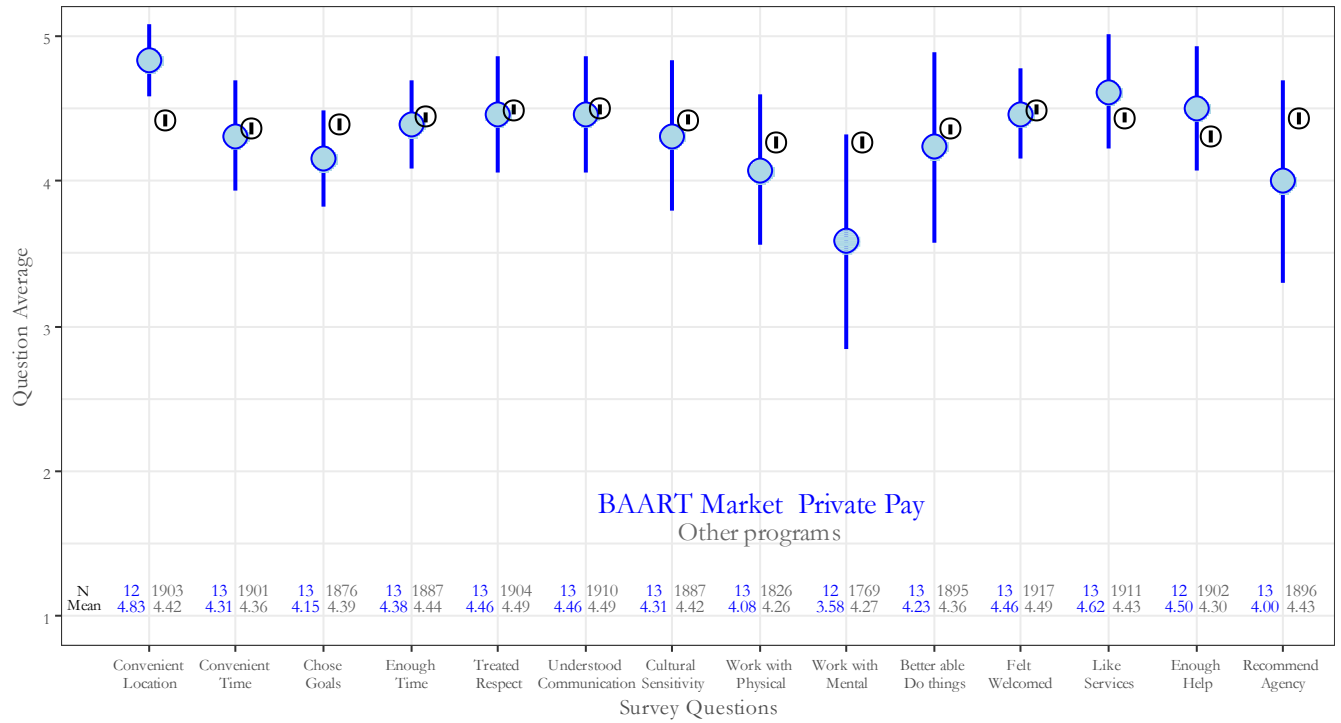
Satisfaction Survey

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A
1. The location was convenient (public transportation, distance, parking, etc)	0 0.0 %	0 0.0 %	0 0.0 %	2 15.4 %	10 76.9 %	1 7.7 %
2. Services were available when I needed them	0 0.0 %	0 0.0 %	1 7.7 %	7 53.8 %	5 38.5 %	0 0.0 %
3. I chose the treatment goals with my provider's help	0 0.0 %	0 0.0 %	1 7.7 %	9 69.2 %	3 23.1 %	0 0.0 %
4. Staff gave me enough time in my treatment sessions	0 0.0 %	0 0.0 %	0 0.0 %	8 61.5 %	5 38.5 %	0 0.0 %
5. Staff treated me with respect	0 0.0 %	0 0.0 %	1 7.7 %	5 38.5 %	7 53.8 %	0 0.0 %
6. Staff spoke to me in a way I understood	0 0.0 %	0 0.0 %	1 7.7 %	5 38.5 %	7 53.8 %	0 0.0 %
7. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	1 7.7 %	0 0.0 %	6 46.2 %	6 46.2 %	0 0.0 %
8. Staff here work with my physical health care providers to support my wellness	0 0.0 %	1 7.7 %	1 7.7 %	7 53.8 %	4 30.8 %	0 0.0 %
9. Staff here work with my mental health care providers to support my wellness	1 7.7 %	1 7.7 %	2 15.4 %	6 46.2 %	2 15.4 %	1 7.7 %
10. As direct result of the services I am receiving, I am better able to do things that I want to do	1 7.7 %	0 0.0 %	0 0.0 %	6 46.2 %	6 46.2 %	0 0.0 %
11. I felt welcomed here	0 0.0 %	0 0.0 %	0 0.0 %	7 53.8 %	6 46.2 %	0 0.0 %
12. I like the services offered here	0 0.0 %	0 0.0 %	1 7.7 %	3 23.1 %	9 69.2 %	0 0.0 %
13. I was able to get all the help/services that I needed	0 0.0 %	0 0.0 %	1 7.7 %	4 30.8 %	7 53.8 %	1 7.7 %
14. I would recommend this agency to a friend or family member	1 7.7 %	0 0.0 %	2 15.4 %	5 38.5 %	5 38.5 %	0 0.0 %

Satisfaction by Gender

Gender	Count	Satisfied	Percentage	Mean (1-5)
Female	7	6	85.71	4.28
Male	6	6	100.00	4.42
Decline/No answer	1	0	0.00	NaN

Satisfaction Survey - Item Means and 95% Confidence Intervals



Satisfaction by Ethnicity

Ethnicity	Count	Satisfied	Percentage	Mean (1-5)
Black/African American	3	2	66.67	4.31
Latinx	2	2	100.00	4.55
White/Caucasian	7	7	100.00	4.31
Multi-ethnic	1	1	100.00	4.27
Unknown	1	0	0.00	NaN



San Francisco
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Treatment Perceptions Survey Report - Fall 2017
BAART Turk Street Methadone Maintenance
Program codes (RUs): 38114

Overall Satisfaction¹
87.6%

Survey Response Rate
58.6%

There were surveys returned for 331 clients.

The satisfaction score (items 2-7 and 10-14) for this program: **4.33** out of five,
Other programs: **4.43**.

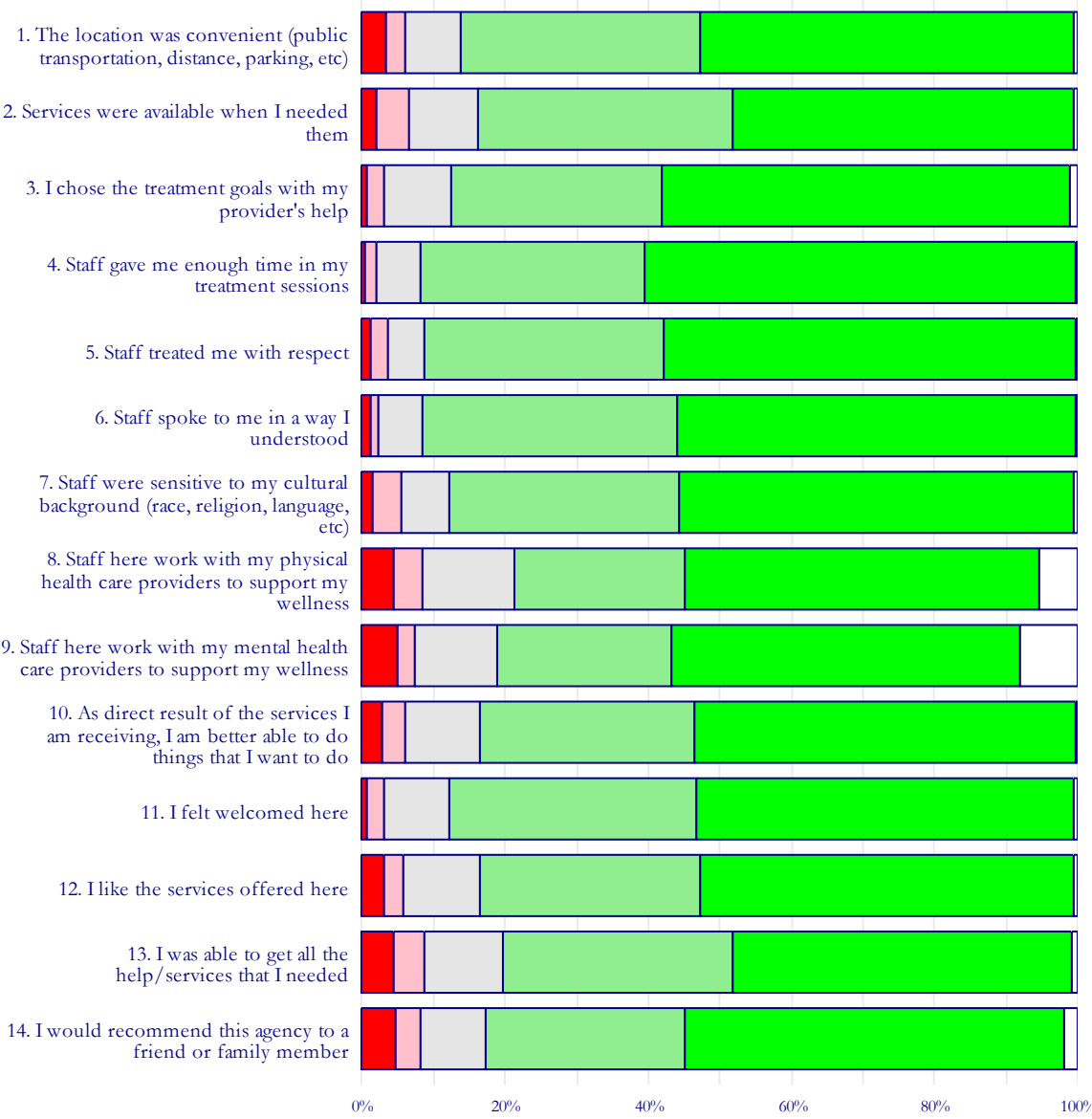
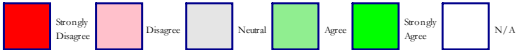
The average rating on all survey questions for BAART Turk Street Methadone Maintenance:
4.30
Other programs: **4.41**.

Survey Compliance

Response	BAART Turk Street Methadone Maintenance	Other Programs	Total
Completed Survey	331 100 %	1615 99.9 %	1946 99.9 %
Blank Survey	0 0 %	2 0.1 %	2 0.1 %
Total	331 100 %	1617 100 %	1948 100 %

¹ Overall Satisfaction calculated using questions 2 through 7 and 10 through 14. Surveys with a mean score of 3.5 or higher were counted as "satisfied." Approximate return rate is based on count of survey forms submitted as ratio to the number of unique persons with billings in the Avatar system during the week of the survey. That percent can exceed 100 if clients were surveyed but did not generate a billing.

Satisfaction Survey



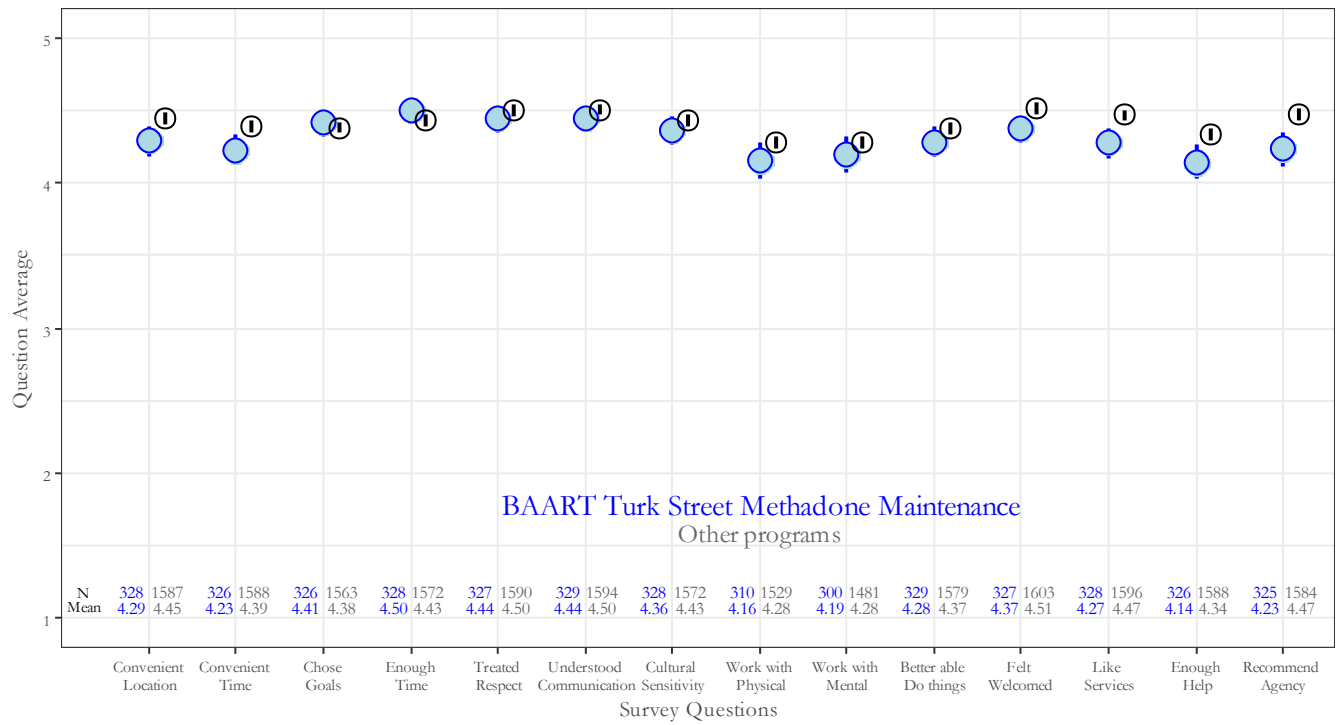
Satisfaction Survey

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A
1. The location was convenient (public transportation, distance, parking, etc)	11 3.3 %	9 2.7 %	26 7.9 %	110 33.3 %	172 52.1 %	2 0.6 %
2. Services were available when I needed them	7 2.1 %	15 4.6 %	31 9.4 %	117 35.7 %	156 47.6 %	2 0.6 %
3. I chose the treatment goals with my provider's help	2 0.6 %	8 2.4 %	31 9.4 %	97 29.4 %	188 57.0 %	4 1.2 %
4. Staff gave me enough time in my treatment sessions	1 0.3 %	6 1.8 %	20 6.1 %	103 31.3 %	198 60.2 %	1 0.3 %
5. Staff treated me with respect	4 1.2 %	8 2.4 %	17 5.2 %	109 33.2 %	189 57.6 %	1 0.3 %
6. Staff spoke to me in a way I understood	4 1.2 %	4 1.2 %	20 6.1 %	117 35.4 %	184 55.8 %	1 0.3 %
7. Staff were sensitive to my cultural background (race, religion, language, etc)	5 1.5 %	13 3.9 %	22 6.7 %	106 32.1 %	182 55.1 %	2 0.6 %
8. Staff here work with my physical health care providers to support my wellness	15 4.6 %	13 4.0 %	42 12.8 %	78 23.8 %	162 49.4 %	18 5.5 %
9. Staff here work with my mental health care providers to support my wellness	16 4.9 %	8 2.4 %	38 11.7 %	79 24.2 %	159 48.8 %	26 8.0 %
10. As direct result of the services I am receiving, I am better able to do things that I want to do	9 2.7 %	11 3.3 %	34 10.3 %	99 30.0 %	176 53.3 %	1 0.3 %
11. I felt welcomed here	2 0.6 %	8 2.4 %	30 9.1 %	114 34.6 %	173 52.6 %	2 0.6 %
12. I like the services offered here	10 3.0 %	9 2.7 %	35 10.6 %	102 30.9 %	172 52.1 %	2 0.6 %
13. I was able to get all the help/services that I needed	15 4.6 %	14 4.3 %	36 10.9 %	105 31.9 %	156 47.4 %	3 0.9 %
14. I would recommend this agency to a friend or family member	16 4.8 %	11 3.3 %	30 9.1 %	92 27.8 %	176 53.2 %	6 1.8 %

Satisfaction by Gender

Gender	Count	Satisfied	Percentage	Mean (1-5)
Female	130	112	86.15	4.35
Male	177	157	88.70	4.32
Transgender	5	5	100.00	4.45
Decline/No answer	14	12	85.71	4.37
Other	5	3	60.00	3.71

Satisfaction Survey - Item Means and 95% Confidence Intervals



Satisfaction by Ethnicity

Ethnicity	Count	Satisfied	Percentage	Mean (1-5)
American Indian/Alaskan Native	16	14	87.50	3.93
Asian	1	1	100.00	3.91
Black/African American	69	63	91.30	4.46
Latinx	22	18	81.82	4.11
Native Hawaiian/Pacific Islander	1	1	100.00	5.00
White/Caucasian	146	129	88.36	4.36
Multi-ethnic	32	30	93.75	4.55
Other	17	14	82.35	4.23
Unknown	27	19	70.37	4.00



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Treatment Perceptions Survey Report - Fall 2017

BP Acceptance Place

Program codes (RUs): 38752

Overall Satisfaction¹

100.0%

Survey Response Rate

120.0%

There were surveys returned for 12 clients.

The satisfaction score (items 2-7 and 10-14) for this program: **4.52** out of five,
Other programs: **4.41**.

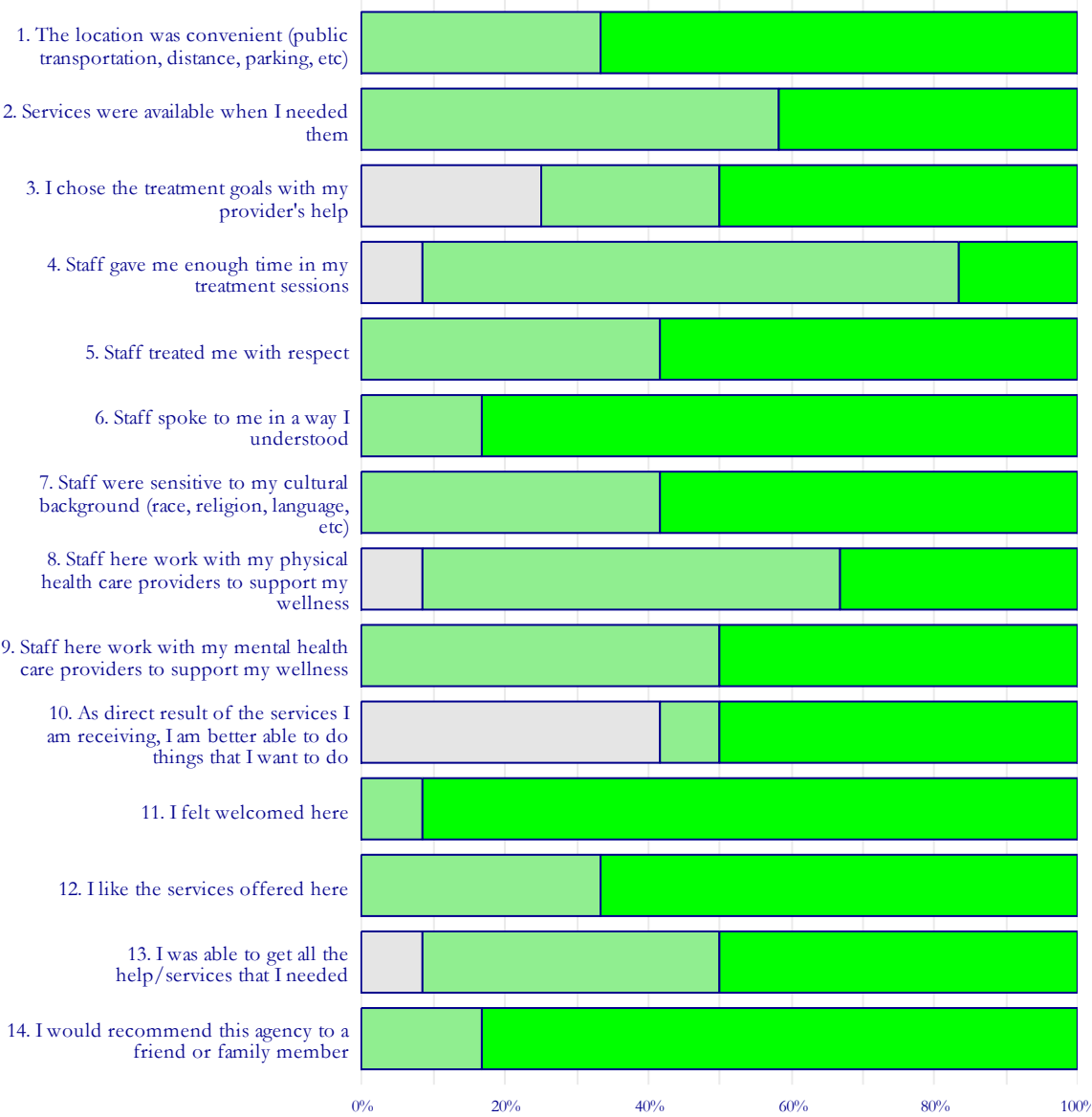
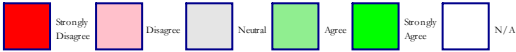
The average rating on all survey questions for BP Acceptance Place: **4.51**
Other programs: **4.39**.

Survey Compliance

Response	BP Acceptance Place	Other Programs	Total
Completed Survey	12 100 %	1934 99.9 %	1946 99.9 %
Blank Survey	0 0 %	2 0.1 %	2 0.1 %
Total	12 100 %	1936 100 %	1948 100 %

¹ Overall Satisfaction calculated using questions 2 through 7 and 10 through 14. Surveys with a mean score of 3.5 or higher were counted as "satisfied." Approximate return rate is based on count of survey forms submitted as ratio to the number of unique persons with billings in the Avatar system during the week of the survey. That percent can exceed 100 if clients were surveyed but did not generate a billing.

Satisfaction Survey



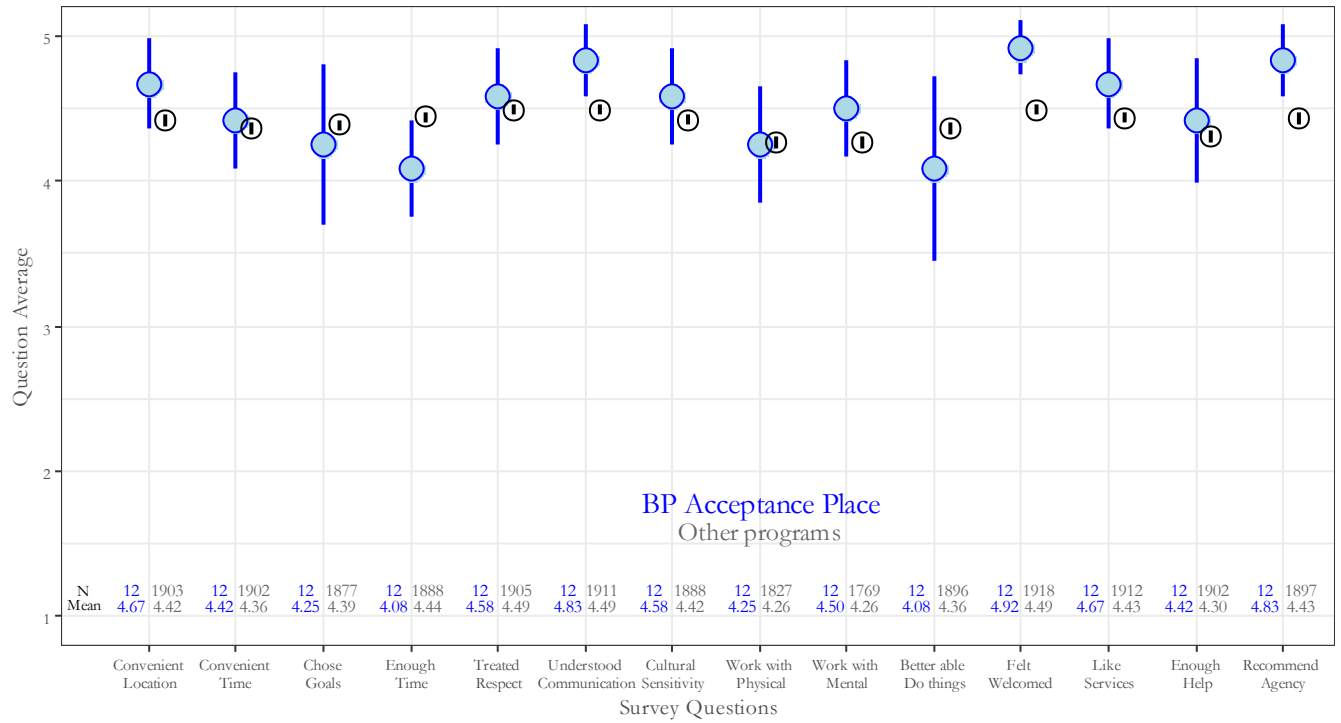
Satisfaction Survey

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A
1. The location was convenient (public transportation, distance, parking, etc)	0 0.0 %	0 0.0 %	0 0.0 %	4 33.3 %	8 66.7 %	0 0.0 %
2. Services were available when I needed them	0 0.0 %	0 0.0 %	0 0.0 %	7 58.3 %	5 41.7 %	0 0.0 %
3. I chose the treatment goals with my provider's help	0 0.0 %	0 0.0 %	3 25.0 %	3 25.0 %	6 50.0 %	0 0.0 %
4. Staff gave me enough time in my treatment sessions	0 0.0 %	0 0.0 %	1 8.3 %	9 75.0 %	2 16.7 %	0 0.0 %
5. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	5 41.7 %	7 58.3 %	0 0.0 %
6. Staff spoke to me in a way I understood	0 0.0 %	0 0.0 %	0 0.0 %	2 16.7 %	10 83.3 %	0 0.0 %
7. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	0 0.0 %	0 0.0 %	5 41.7 %	7 58.3 %	0 0.0 %
8. Staff here work with my physical health care providers to support my wellness	0 0.0 %	0 0.0 %	1 8.3 %	7 58.3 %	4 33.3 %	0 0.0 %
9. Staff here work with my mental health care providers to support my wellness	0 0.0 %	0 0.0 %	0 0.0 %	6 50.0 %	6 50.0 %	0 0.0 %
10. As direct result of the services I am receiving, I am better able to do things that I want to do	0 0.0 %	0 0.0 %	5 41.7 %	1 8.3 %	6 50.0 %	0 0.0 %
11. I felt welcomed here	0 0.0 %	0 0.0 %	0 0.0 %	1 8.3 %	11 91.7 %	0 0.0 %
12. I like the services offered here	0 0.0 %	0 0.0 %	0 0.0 %	4 33.3 %	8 66.7 %	0 0.0 %
13. I was able to get all the help/services that I needed	0 0.0 %	0 0.0 %	1 8.3 %	5 41.7 %	6 50.0 %	0 0.0 %
14. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	0 0.0 %	2 16.7 %	10 83.3 %	0 0.0 %

Satisfaction by Gender

Gender	Count	Satisfied	Percentage	Mean (1-5)
Male	12	12	100.00	4.52

Satisfaction Survey - Item Means and 95% Confidence Intervals



Satisfaction by Ethnicity

Ethnicity	Count	Satisfied	Percentage	Mean (1-5)
Black/African American	1	1	100.00	4.18
Latinx	4	4	100.00	4.57
White/Caucasian	7	7	100.00	4.53



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Treatment Perceptions Survey Report - Fall 2017

BP Joe Healy Medical Detox

Program codes (RUs): 38442

Overall Satisfaction¹

100.0%

Survey Response Rate

74.2%

There were surveys returned for 23 clients.

The satisfaction score (items 2-7 and 10-14) for this program: **4.54** out of five,
Other programs: **4.41**.

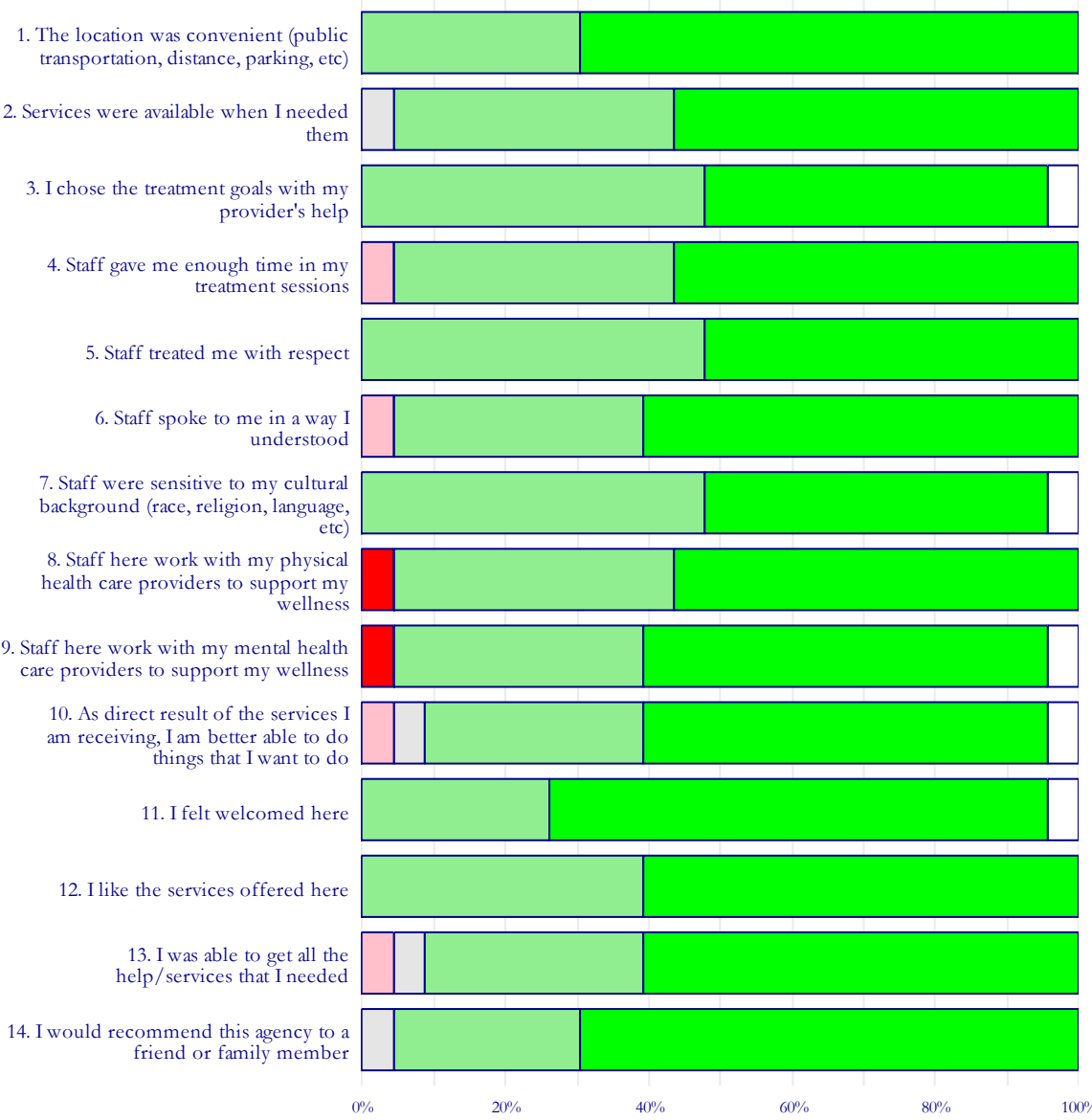
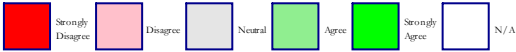
The average rating on all survey questions for BP Joe Healy Medical Detox: **4.54**
Other programs: **4.39**.

Survey Compliance

Response	BP Joe Healy Medical Detox	Other Programs	Total
Completed Survey	23 100 %	1923 99.9 %	1946 99.9 %
Blank Survey	0 0 %	2 0.1 %	2 0.1 %
Total	23 100 %	1925 100 %	1948 100 %

¹ Overall Satisfaction calculated using questions 2 through 7 and 10 through 14. Surveys with a mean score of 3.5 or higher were counted as "satisfied." Approximate return rate is based on count of survey forms submitted as ratio to the number of unique persons with billings in the Avatar system during the week of the survey. That percent can exceed 100 if clients were surveyed but did not generate a billing.

Satisfaction Survey



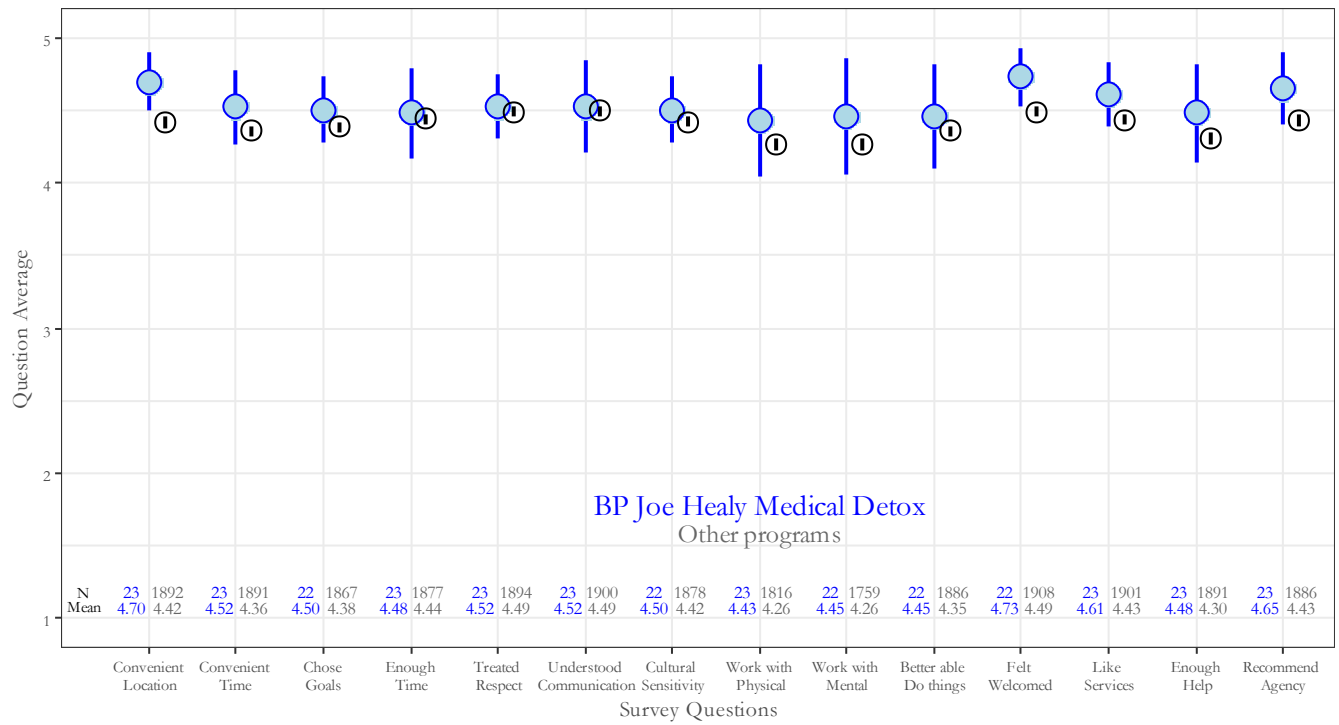
Satisfaction Survey

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A
1. The location was convenient (public transportation, distance, parking, etc)	0 0.0 %	0 0.0 %	0 0.0 %	7 30.4 %	16 69.6 %	0 0.0 %
2. Services were available when I needed them	0 0.0 %	0 0.0 %	1 4.3 %	9 39.1 %	13 56.5 %	0 0.0 %
3. I chose the treatment goals with my provider's help	0 0.0 %	0 0.0 %	0 0.0 %	11 47.8 %	11 47.8 %	1 4.3 %
4. Staff gave me enough time in my treatment sessions	0 0.0 %	1 4.3 %	0 0.0 %	9 39.1 %	13 56.5 %	0 0.0 %
5. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	11 47.8 %	12 52.2 %	0 0.0 %
6. Staff spoke to me in a way I understood	0 0.0 %	1 4.3 %	0 0.0 %	8 34.8 %	14 60.9 %	0 0.0 %
7. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	0 0.0 %	0 0.0 %	11 47.8 %	11 47.8 %	1 4.3 %
8. Staff here work with my physical health care providers to support my wellness	1 4.3 %	0 0.0 %	0 0.0 %	9 39.1 %	13 56.5 %	0 0.0 %
9. Staff here work with my mental health care providers to support my wellness	1 4.3 %	0 0.0 %	0 0.0 %	8 34.8 %	13 56.5 %	1 4.3 %
10. As direct result of the services I am receiving, I am better able to do things that I want to do	0 0.0 %	1 4.3 %	1 4.3 %	7 30.4 %	13 56.5 %	1 4.3 %
11. I felt welcomed here	0 0.0 %	0 0.0 %	0 0.0 %	6 26.1 %	16 69.6 %	1 4.3 %
12. I like the services offered here	0 0.0 %	0 0.0 %	0 0.0 %	9 39.1 %	14 60.9 %	0 0.0 %
13. I was able to get all the help/services that I needed	0 0.0 %	1 4.3 %	1 4.3 %	7 30.4 %	14 60.9 %	0 0.0 %
14. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	1 4.3 %	6 26.1 %	16 69.6 %	0 0.0 %

Satisfaction by Gender

Gender	Count	Satisfied	Percentage	Mean (1-5)
Female	4	4	100.00	4.70
Male	19	19	100.00	4.50

Satisfaction Survey - Item Means and 95% Confidence Intervals



Satisfaction by Ethnicity

Ethnicity	Count	Satisfied	Percentage	Mean (1-5)
Black/African American	2	2	100.00	4.73
Latinx	8	8	100.00	4.37
Native Hawaiian/Pacific Islander	2	2	100.00	4.50
White/Caucasian	9	9	100.00	4.62
Multi-ethnic	1	1	100.00	5.00
Other	1	1	100.00	4.36



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Treatment Perceptions Survey Report - Fall 2017

BVHP Methadone Maintenance HIV

Program codes (RUs): 38164

Overall Satisfaction¹

85.2%

Survey Response Rate

86.5%

There were surveys returned for 115 clients.

The satisfaction score (items 2-7 and 10-14) for this program: **4.11** out of five,
Other programs: **4.43**.

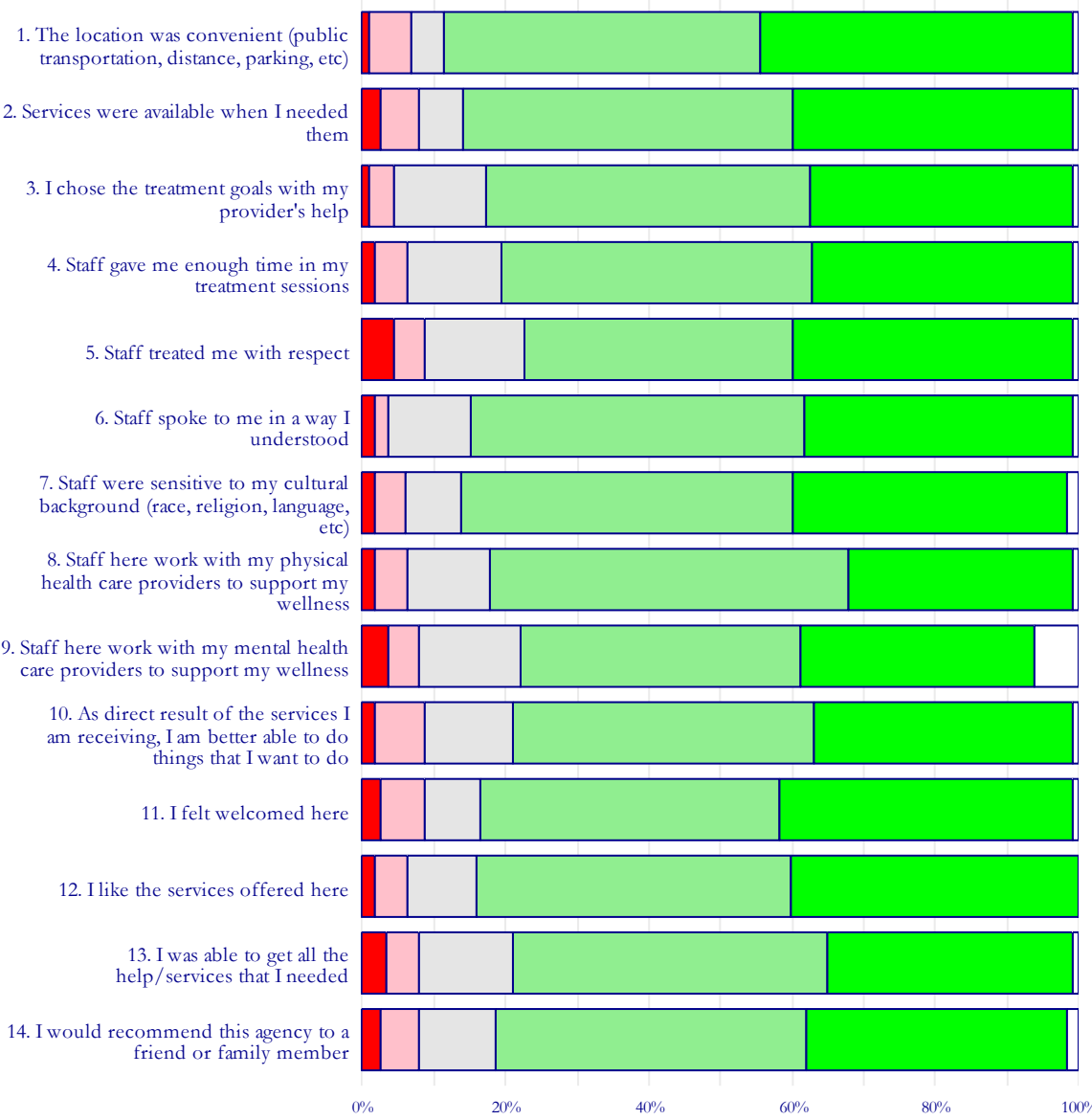
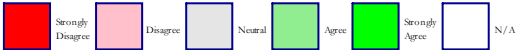
The average rating on all survey questions for BVHP Methadone Maintenance HIV: **4.11**
Other programs: **4.41**.

Survey Compliance

Response	BVHP Methadone Maintenance HIV	Other Programs	Total
Completed Survey	115 100 %	1831 99.9 %	1946 99.9 %
Blank Survey	0 0 %	2 0.1 %	2 0.1 %
Total	115 100 %	1833 100 %	1948 100 %

¹ Overall Satisfaction calculated using questions 2 through 7 and 10 through 14. Surveys with a mean score of 3.5 or higher were counted as "satisfied." Approximate return rate is based on count of survey forms submitted as ratio to the number of unique persons with billings in the Avatar system during the week of the survey. That percent can exceed 100 if clients were surveyed but did not generate a billing.

Satisfaction Survey



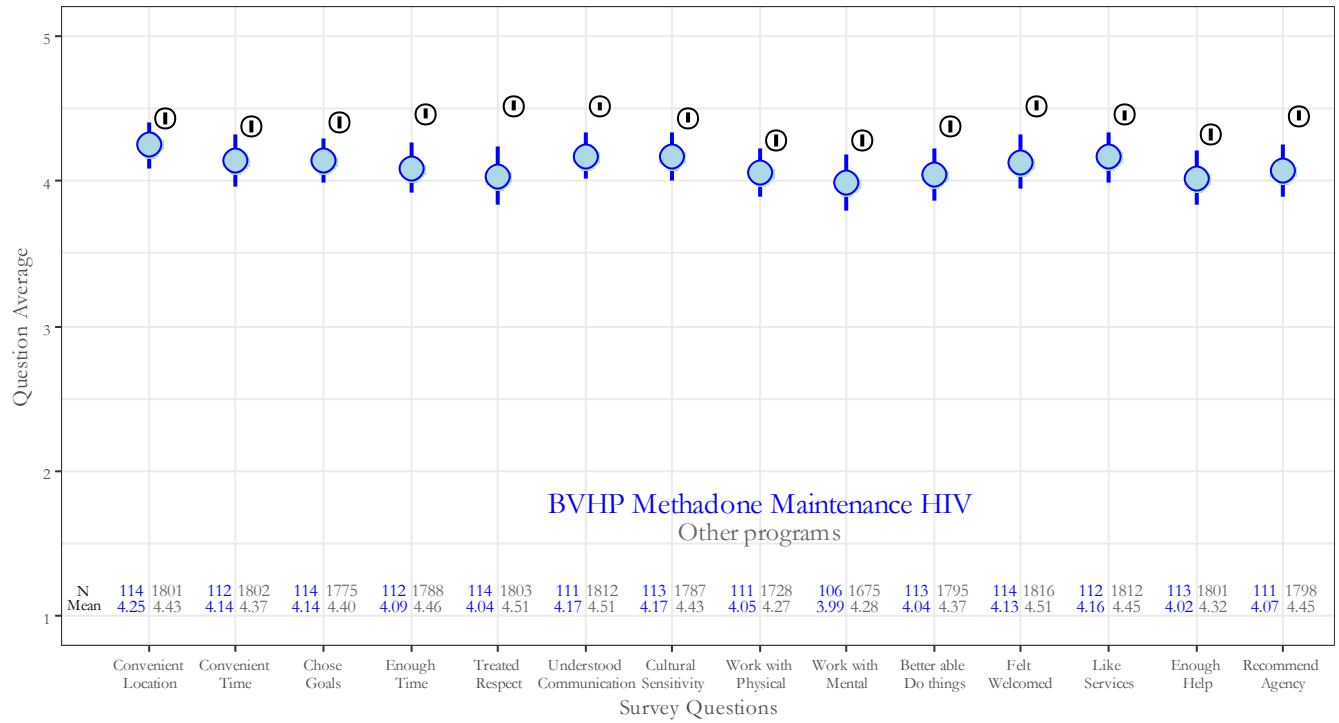
Satisfaction Survey

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A
1. The location was convenient (public transportation, distance, parking, etc)	1 0.9 %	7 6.1 %	5 4.3 %	51 44.4 %	50 43.5 %	1 0.9 %
2. Services were available when I needed them	3 2.6 %	6 5.3 %	7 6.2 %	52 46.0 %	44 38.9 %	1 0.9 %
3. I chose the treatment goals with my provider's help	1 0.9 %	4 3.5 %	15 13.0 %	52 45.2 %	42 36.5 %	1 0.9 %
4. Staff gave me enough time in my treatment sessions	2 1.8 %	5 4.4 %	15 13.3 %	49 43.4 %	41 36.3 %	1 0.9 %
5. Staff treated me with respect	5 4.3 %	5 4.3 %	16 13.9 %	43 37.4 %	45 39.1 %	1 0.9 %
6. Staff spoke to me in a way I understood	2 1.8 %	2 1.8 %	13 11.6 %	52 46.4 %	42 37.5 %	1 0.9 %
7. Staff were sensitive to my cultural background (race, religion, language, etc)	2 1.7 %	5 4.3 %	9 7.8 %	53 46.1 %	44 38.3 %	2 1.7 %
8. Staff here work with my physical health care providers to support my wellness	2 1.8 %	5 4.5 %	13 11.6 %	56 50.0 %	35 31.2 %	1 0.9 %
9. Staff here work with my mental health care providers to support my wellness	4 3.5 %	5 4.4 %	16 14.2 %	44 38.9 %	37 32.7 %	7 6.2 %
10. As direct result of the services I am receiving, I am better able to do things that I want to do	2 1.8 %	8 7.0 %	14 12.3 %	48 42.1 %	41 36.0 %	1 0.9 %
11. I felt welcomed here	3 2.6 %	7 6.1 %	9 7.8 %	48 41.7 %	47 40.9 %	1 0.9 %
12. I like the services offered here	2 1.8 %	5 4.5 %	11 9.8 %	49 43.8 %	45 40.2 %	0 0.0 %
13. I was able to get all the help/services that I needed	4 3.5 %	5 4.4 %	15 13.2 %	50 43.9 %	39 34.2 %	1 0.9 %
14. I would recommend this agency to a friend or family member	3 2.6 %	6 5.3 %	12 10.6 %	49 43.4 %	41 36.3 %	2 1.8 %

Satisfaction by Gender

Gender	Count	Satisfied	Percentage	Mean (1-5)
Female	36	31	86.11	4.05
Male	70	59	84.29	4.16
Transgender	1	1	100.00	4.18
Decline/No answer	8	7	87.50	3.89

Satisfaction Survey - Item Means and 95% Confidence Intervals



Satisfaction by Ethnicity

Ethnicity	Count	Satisfied	Percentage	Mean (1-5)
American Indian/Alaskan Native	2	2	100.00	4.50
Asian	1	1	100.00	5.00
Black/African American	68	56	82.35	4.07
Latinx	8	6	75.00	3.86
Native Hawaiian/Pacific Islander	1	1	100.00	5.00
White/Caucasian	17	17	100.00	4.39
Multi-ethnic	5	5	100.00	4.42
Other	3	2	66.67	3.88
Unknown	10	8	80.00	3.78



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Treatment Perceptions Survey Report - Fall 2017
BVHP Youth Moving Forward 3rd Street
Program codes (RUs): 38171

Overall Satisfaction¹
97.3%

Survey Response Rate
284.6%

There were surveys returned for 37 clients.

The satisfaction score (items 2-7 and 10-14) for this program: **4.38** out of five,
Other programs: **4.41**.

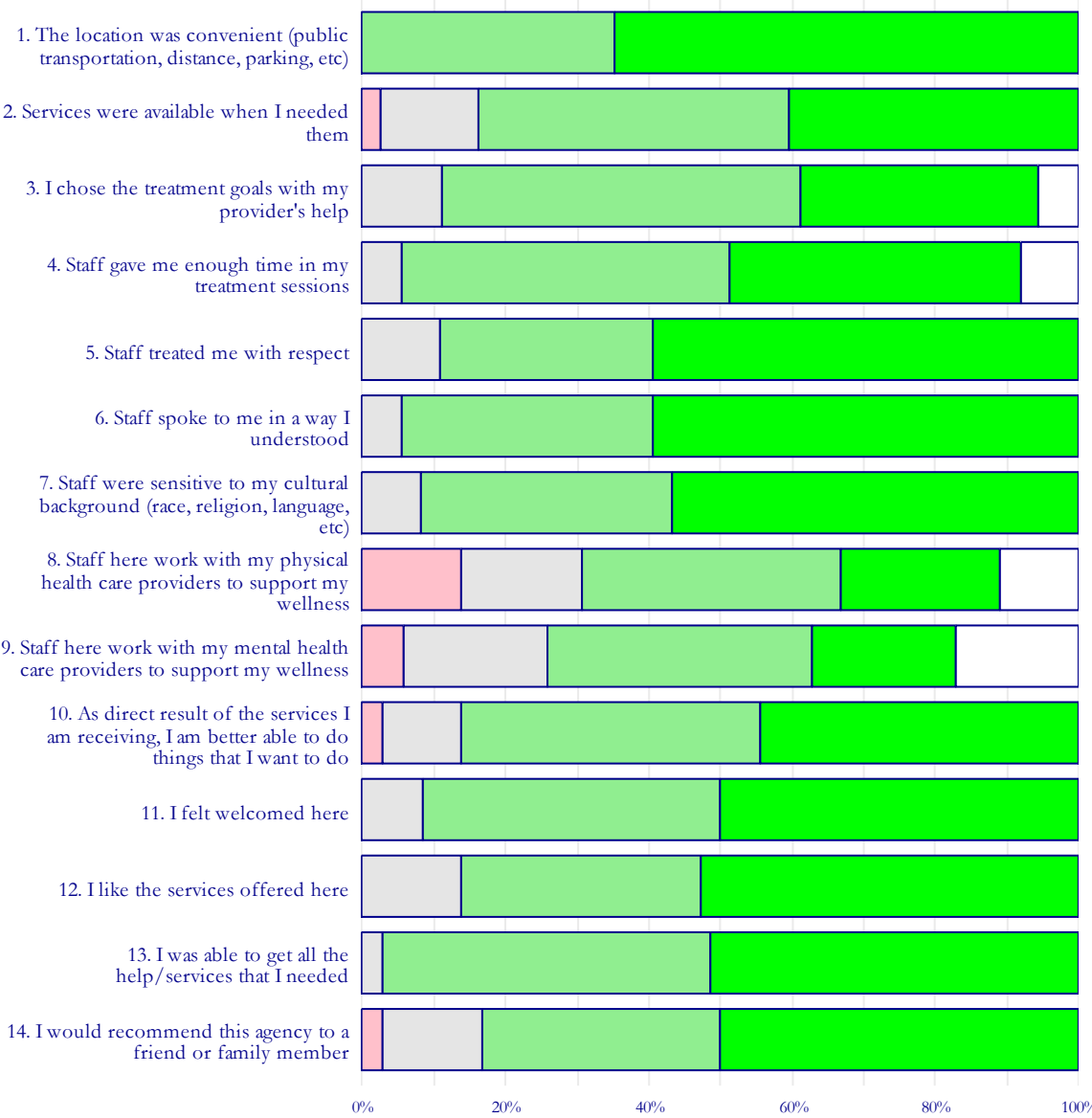
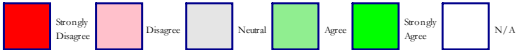
The average rating on all survey questions for BVHP Youth Moving Forward 3rd Street: **4.33**
Other programs: **4.39**.

Survey Compliance

Response	BVHP Youth Moving Forward 3rd Street	Other Programs	Total
Completed Survey	37 100 %	1909 99.9 %	1946 99.9 %
Blank Survey	0 0 %	2 0.1 %	2 0.1 %
Total	37 100 %	1911 100 %	1948 100 %

¹ Overall Satisfaction calculated using questions 2 through 7 and 10 through 14. Surveys with a mean score of 3.5 or higher were counted as "satisfied." Approximate return rate is based on count of survey forms submitted as ratio to the number of unique persons with billings in the Avatar system during the week of the survey. That percent can exceed 100 if clients were surveyed but did not generate a billing.

Satisfaction Survey



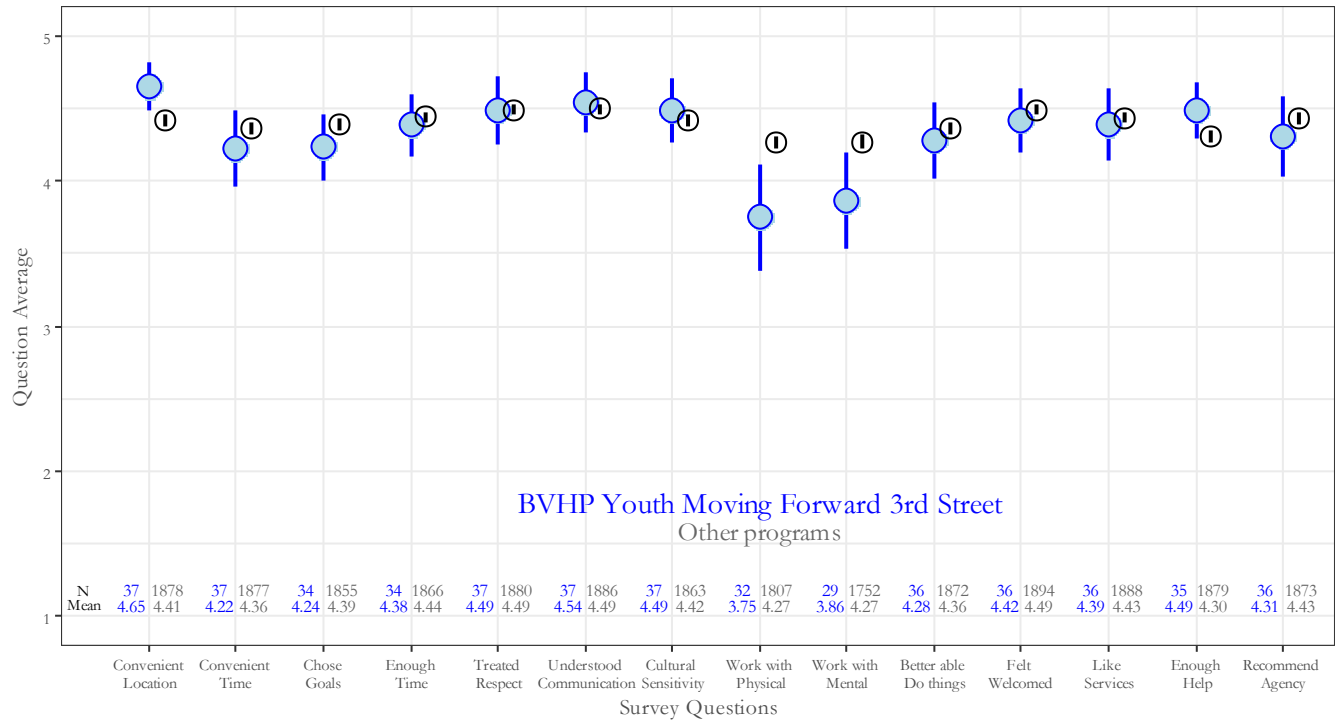
Satisfaction Survey

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A
1. The location was convenient (public transportation, distance, parking, etc)	0 0.0 %	0 0.0 %	0 0.0 %	13 35.1 %	24 64.9 %	0 0.0 %
2. Services were available when I needed them	0 0.0 %	1 2.7 %	5 13.5 %	16 43.2 %	15 40.5 %	0 0.0 %
3. I chose the treatment goals with my provider's help	0 0.0 %	0 0.0 %	4 11.1 %	18 50.0 %	12 33.3 %	2 5.6 %
4. Staff gave me enough time in my treatment sessions	0 0.0 %	0 0.0 %	2 5.4 %	17 46.0 %	15 40.5 %	3 8.1 %
5. Staff treated me with respect	0 0.0 %	0 0.0 %	4 10.8 %	11 29.7 %	22 59.5 %	0 0.0 %
6. Staff spoke to me in a way I understood	0 0.0 %	0 0.0 %	2 5.4 %	13 35.1 %	22 59.5 %	0 0.0 %
7. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	0 0.0 %	3 8.1 %	13 35.1 %	21 56.8 %	0 0.0 %
8. Staff here work with my physical health care providers to support my wellness	0 0.0 %	5 13.9 %	6 16.7 %	13 36.1 %	8 22.2 %	4 11.1 %
9. Staff here work with my mental health care providers to support my wellness	0 0.0 %	2 5.7 %	7 20.0 %	13 37.1 %	7 20.0 %	6 17.1 %
10. As direct result of the services I am receiving, I am better able to do things that I want to do	0 0.0 %	1 2.8 %	4 11.1 %	15 41.7 %	16 44.4 %	0 0.0 %
11. I felt welcomed here	0 0.0 %	0 0.0 %	3 8.3 %	15 41.7 %	18 50.0 %	0 0.0 %
12. I like the services offered here	0 0.0 %	0 0.0 %	5 13.9 %	12 33.3 %	19 52.8 %	0 0.0 %
13. I was able to get all the help/services that I needed	0 0.0 %	0 0.0 %	1 2.9 %	16 45.7 %	18 51.4 %	0 0.0 %
14. I would recommend this agency to a friend or family member	0 0.0 %	1 2.8 %	5 13.9 %	12 33.3 %	18 50.0 %	0 0.0 %

Satisfaction by Gender

Gender	Count	Satisfied	Percentage	Mean (1-5)
Female	23	22	95.65	4.37
Male	13	13	100.00	4.44
Decline/No answer	1	1	100.00	3.80

Satisfaction Survey - Item Means and 95% Confidence Intervals



Satisfaction by Ethnicity

Ethnicity	Count	Satisfied	Percentage	Mean (1-5)
Black/African American	17	17	100.00	4.35
Latinx	9	9	100.00	4.45
White/Caucasian	1	1	100.00	4.73
Multi-ethnic	8	7	87.50	4.43
Unknown	2	2	100.00	3.95



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Treatment Perceptions Survey Report - Fall 2017
CATS Golden Gate for Seniors
Program codes (RUs): 00202

Overall Satisfaction¹
100.0%

Survey Response Rate
87.5%

There were surveys returned for 14 clients.

The satisfaction score (items 2-7 and 10-14) for this program: **4.44** out of five,
Other programs: **4.41**.

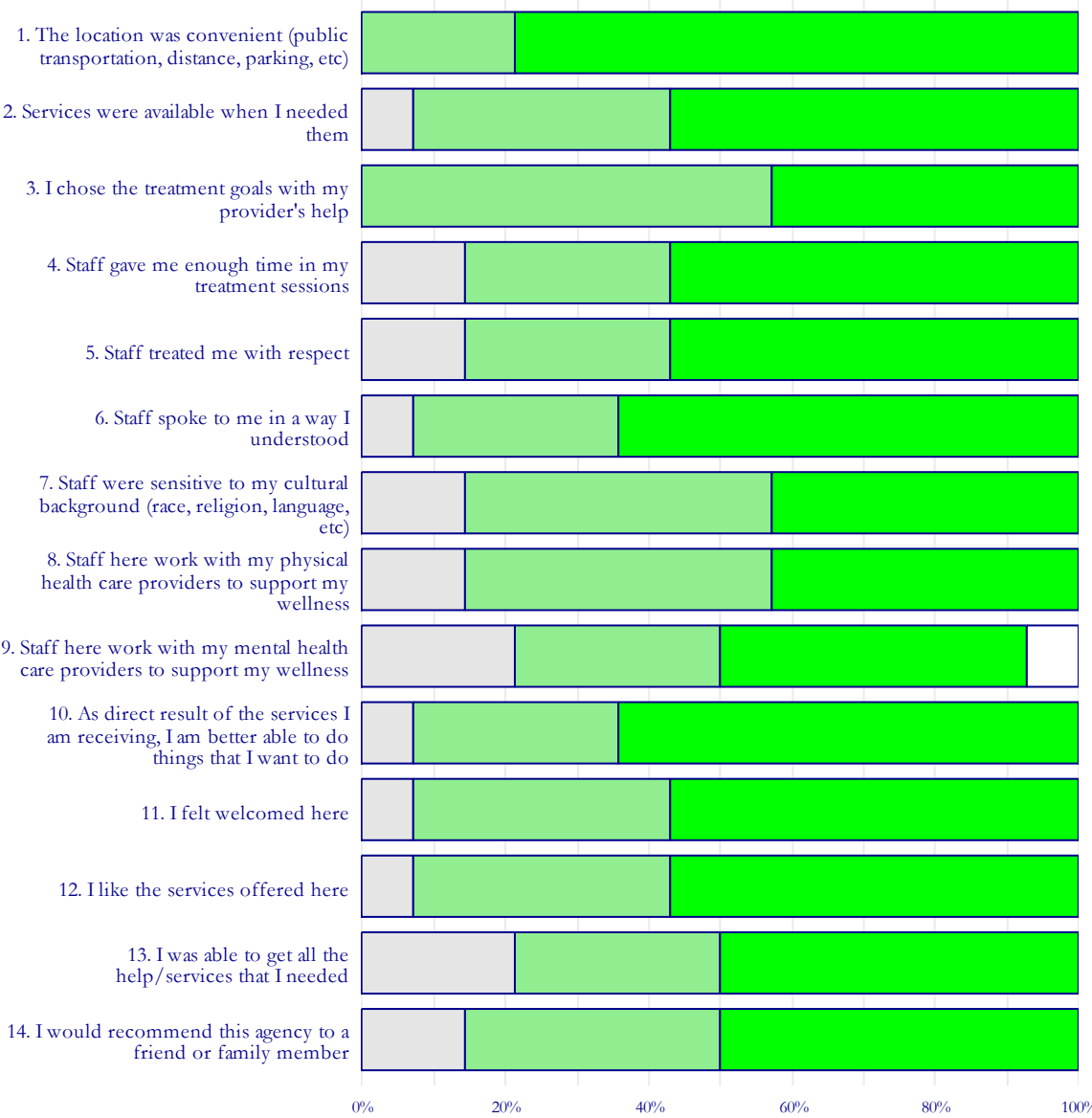
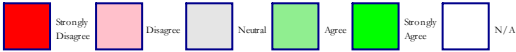
The average rating on all survey questions for CATS Golden Gate for Seniors: **4.44**
Other programs: **4.39**.

Survey Compliance

Response	CATS Golden Gate for Seniors	Other Programs	Total
Completed Survey	14 100 %	1932 99.9 %	1946 99.9 %
Blank Survey	0 0 %	2 0.1 %	2 0.1 %
Total	14 100 %	1934 100 %	1948 100 %

¹ Overall Satisfaction calculated using questions 2 through 7 and 10 through 14. Surveys with a mean score of 3.5 or higher were counted as "satisfied." Approximate return rate is based on count of survey forms submitted as ratio to the number of unique persons with billings in the Avatar system during the week of the survey. That percent can exceed 100 if clients were surveyed but did not generate a billing.

Satisfaction Survey



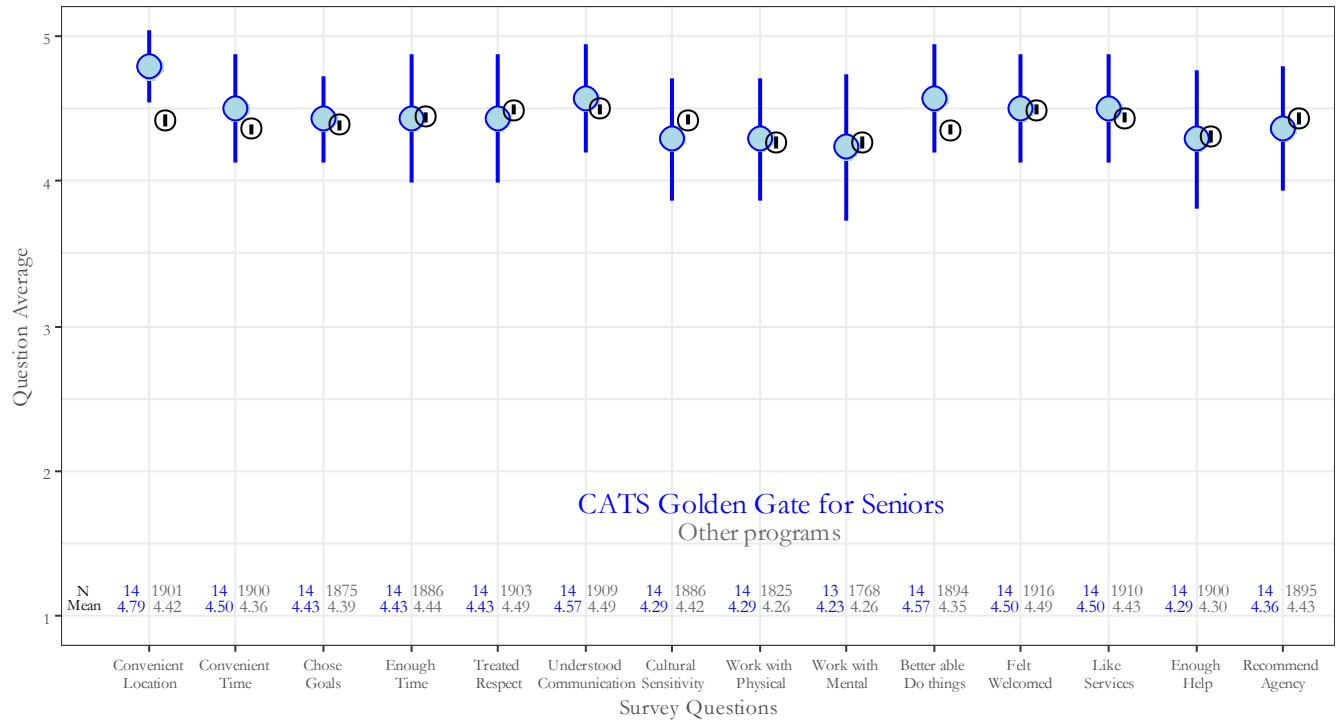
Satisfaction Survey

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A
1. The location was convenient (public transportation, distance, parking, etc)	0 0.0 %	0 0.0 %	0 0.0 %	3 21.4 %	11 78.6 %	0 0.0 %
2. Services were available when I needed them	0 0.0 %	0 0.0 %	1 7.1 %	5 35.7 %	8 57.1 %	0 0.0 %
3. I chose the treatment goals with my provider's help	0 0.0 %	0 0.0 %	0 0.0 %	8 57.1 %	6 42.9 %	0 0.0 %
4. Staff gave me enough time in my treatment sessions	0 0.0 %	0 0.0 %	2 14.3 %	4 28.6 %	8 57.1 %	0 0.0 %
5. Staff treated me with respect	0 0.0 %	0 0.0 %	2 14.3 %	4 28.6 %	8 57.1 %	0 0.0 %
6. Staff spoke to me in a way I understood	0 0.0 %	0 0.0 %	1 7.1 %	4 28.6 %	9 64.3 %	0 0.0 %
7. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	0 0.0 %	2 14.3 %	6 42.9 %	6 42.9 %	0 0.0 %
8. Staff here work with my physical health care providers to support my wellness	0 0.0 %	0 0.0 %	2 14.3 %	6 42.9 %	6 42.9 %	0 0.0 %
9. Staff here work with my mental health care providers to support my wellness	0 0.0 %	0 0.0 %	3 21.4 %	4 28.6 %	6 42.9 %	1 7.1 %
10. As direct result of the services I am receiving, I am better able to do things that I want to do	0 0.0 %	0 0.0 %	1 7.1 %	4 28.6 %	9 64.3 %	0 0.0 %
11. I felt welcomed here	0 0.0 %	0 0.0 %	1 7.1 %	5 35.7 %	8 57.1 %	0 0.0 %
12. I like the services offered here	0 0.0 %	0 0.0 %	1 7.1 %	5 35.7 %	8 57.1 %	0 0.0 %
13. I was able to get all the help/services that I needed	0 0.0 %	0 0.0 %	3 21.4 %	4 28.6 %	7 50.0 %	0 0.0 %
14. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	2 14.3 %	5 35.7 %	7 50.0 %	0 0.0 %

Satisfaction by Gender

Gender	Count	Satisfied	Percentage	Mean (1-5)
Female	2	2	100.00	4.45
Male	12	12	100.00	4.44

Satisfaction Survey - Item Means and 95% Confidence Intervals



Satisfaction by Ethnicity

Ethnicity	Count	Satisfied	Percentage	Mean (1-5)
American Indian/Alaskan Native	1	1	100.00	3.64
Black/African American	2	2	100.00	5.00
White/Caucasian	8	8	100.00	4.51
Other	1	1	100.00	4.55
Unknown	2	2	100.00	3.95



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Treatment Perceptions Survey Report - Fall 2017
Curry Senior Center Outpatient
Program codes (RUs): 00701

Overall Satisfaction¹
92.9%

Survey Response Rate
77.8%

There were surveys returned for 14 clients.

The satisfaction score (items 2-7 and 10-14) for this program: **4.43** out of five,
Other programs: **4.41**.

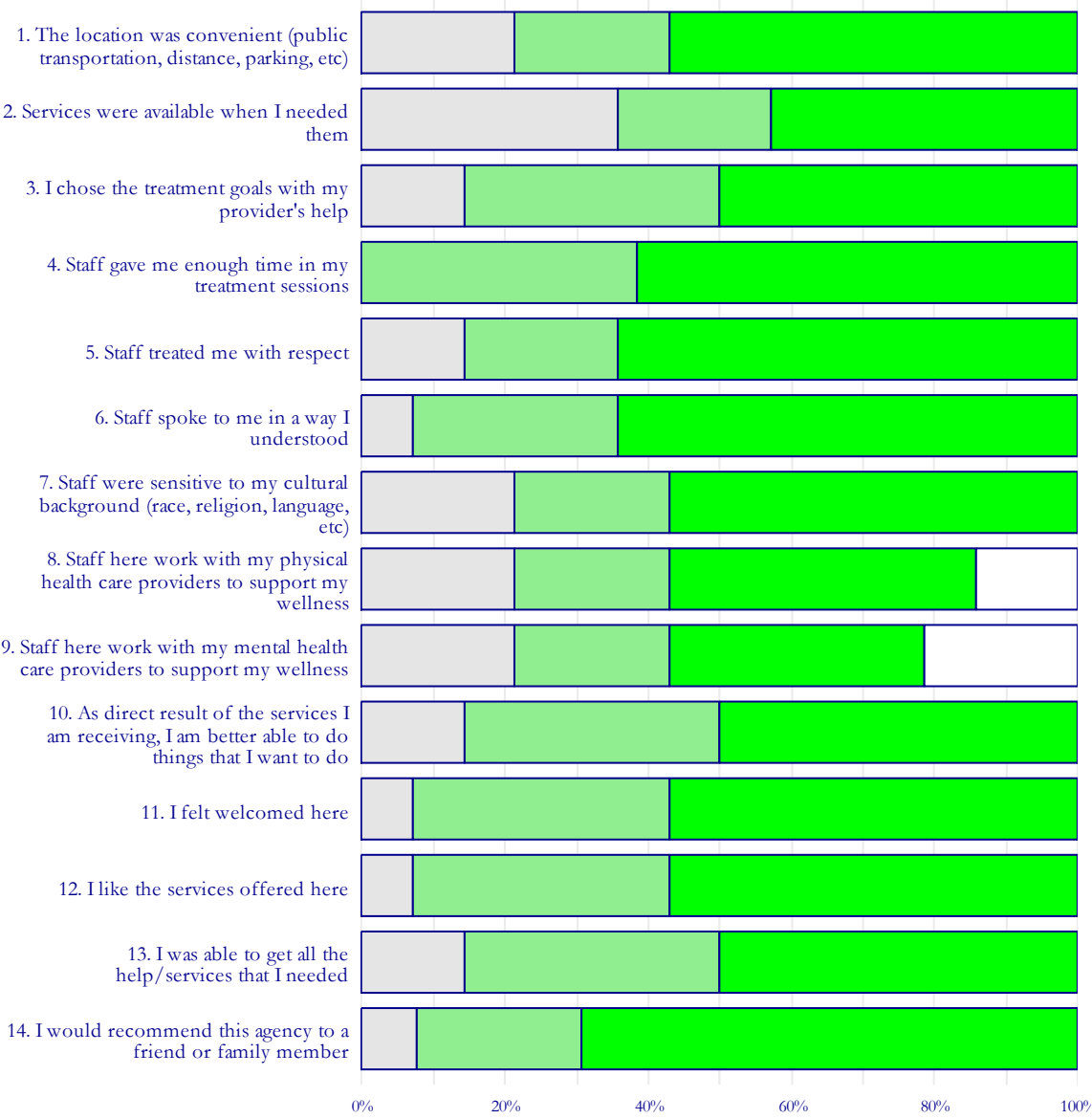
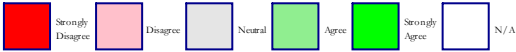
The average rating on all survey questions for Curry Senior Center Outpatient: **4.41**
Other programs: **4.39**.

Survey Compliance

Response	Curry Senior Center Outpatient	Other Programs	Total
Completed Survey	14 100 %	1932 99.9 %	1946 99.9 %
Blank Survey	0 0 %	2 0.1 %	2 0.1 %
Total	14 100 %	1934 100 %	1948 100 %

¹ Overall Satisfaction calculated using questions 2 through 7 and 10 through 14. Surveys with a mean score of 3.5 or higher were counted as "satisfied." Approximate return rate is based on count of survey forms submitted as ratio to the number of unique persons with billings in the Avatar system during the week of the survey. That percent can exceed 100 if clients were surveyed but did not generate a billing.

Satisfaction Survey



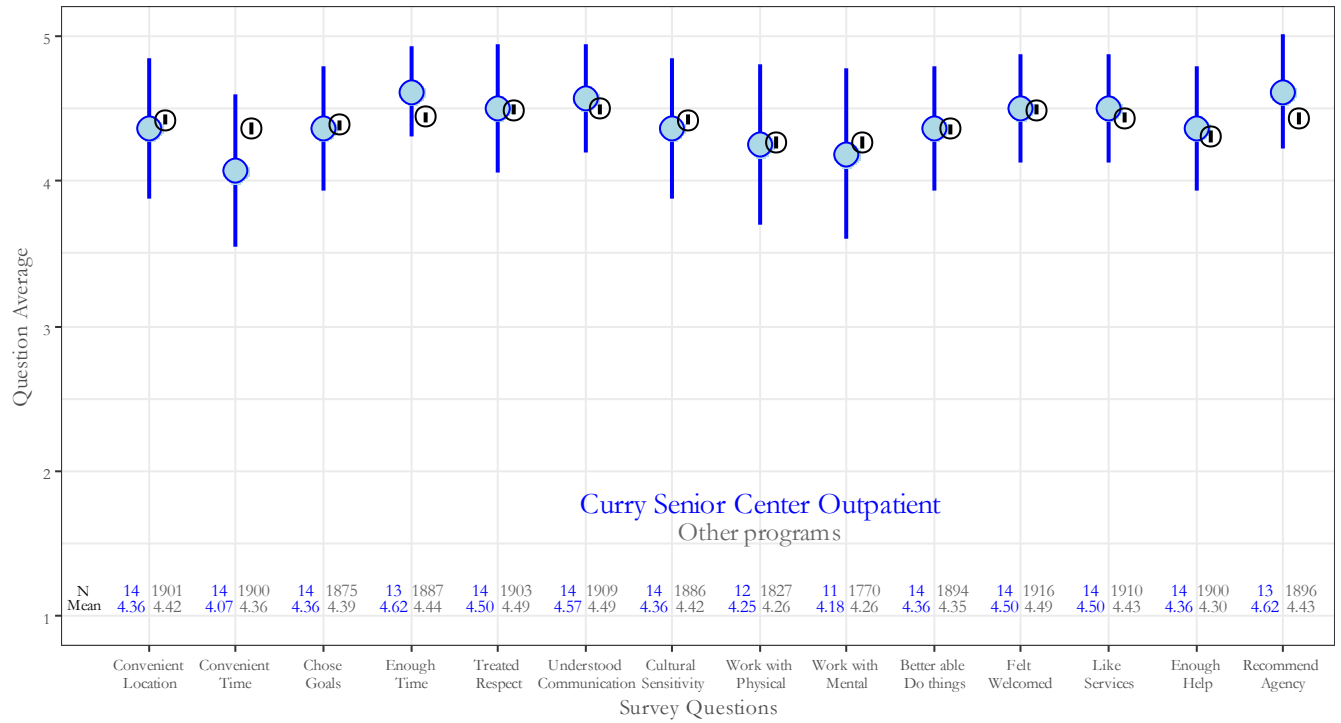
Satisfaction Survey

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A
1. The location was convenient (public transportation, distance, parking, etc)	0 0.0 %	0 0.0 %	3 21.4 %	3 21.4 %	8 57.1 %	0 0.0 %
2. Services were available when I needed them	0 0.0 %	0 0.0 %	5 35.7 %	3 21.4 %	6 42.9 %	0 0.0 %
3. I chose the treatment goals with my provider's help	0 0.0 %	0 0.0 %	2 14.3 %	5 35.7 %	7 50.0 %	0 0.0 %
4. Staff gave me enough time in my treatment sessions	0 0.0 %	0 0.0 %	0 0.0 %	5 38.5 %	8 61.5 %	0 0.0 %
5. Staff treated me with respect	0 0.0 %	0 0.0 %	2 14.3 %	3 21.4 %	9 64.3 %	0 0.0 %
6. Staff spoke to me in a way I understood	0 0.0 %	0 0.0 %	1 7.1 %	4 28.6 %	9 64.3 %	0 0.0 %
7. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	0 0.0 %	3 21.4 %	3 21.4 %	8 57.1 %	0 0.0 %
8. Staff here work with my physical health care providers to support my wellness	0 0.0 %	0 0.0 %	3 21.4 %	3 21.4 %	6 42.9 %	2 14.3 %
9. Staff here work with my mental health care providers to support my wellness	0 0.0 %	0 0.0 %	3 21.4 %	3 21.4 %	5 35.7 %	3 21.4 %
10. As direct result of the services I am receiving, I am better able to do things that I want to do	0 0.0 %	0 0.0 %	2 14.3 %	5 35.7 %	7 50.0 %	0 0.0 %
11. I felt welcomed here	0 0.0 %	0 0.0 %	1 7.1 %	5 35.7 %	8 57.1 %	0 0.0 %
12. I like the services offered here	0 0.0 %	0 0.0 %	1 7.1 %	5 35.7 %	8 57.1 %	0 0.0 %
13. I was able to get all the help/services that I needed	0 0.0 %	0 0.0 %	2 14.3 %	5 35.7 %	7 50.0 %	0 0.0 %
14. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	1 7.7 %	3 23.1 %	9 69.2 %	0 0.0 %

Satisfaction by Gender

Gender	Count	Satisfied	Percentage	Mean (1-5)
Female	2	1	50.00	3.88
Male	11	11	100.00	4.48
Transgender	1	1	100.00	5.00

Satisfaction Survey - Item Means and 95% Confidence Intervals



Satisfaction by Ethnicity

Ethnicity	Count	Satisfied	Percentage	Mean (1-5)
Black/African American	3	3	100.00	4.52
Latinx	3	3	100.00	4.82
White/Caucasian	6	5	83.33	4.10
Multi-ethnic	2	2	100.00	4.73



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Treatment Perceptions Survey Report - Fall 2017
DSAAM Methadone Van
Program codes (RUs): 72134

Overall Satisfaction¹
98.0%

Survey Response Rate
70.4%

There were surveys returned for 50 clients.

The satisfaction score (items 2-7 and 10-14) for this program: **4.58** out of five,
Other programs: **4.41**.

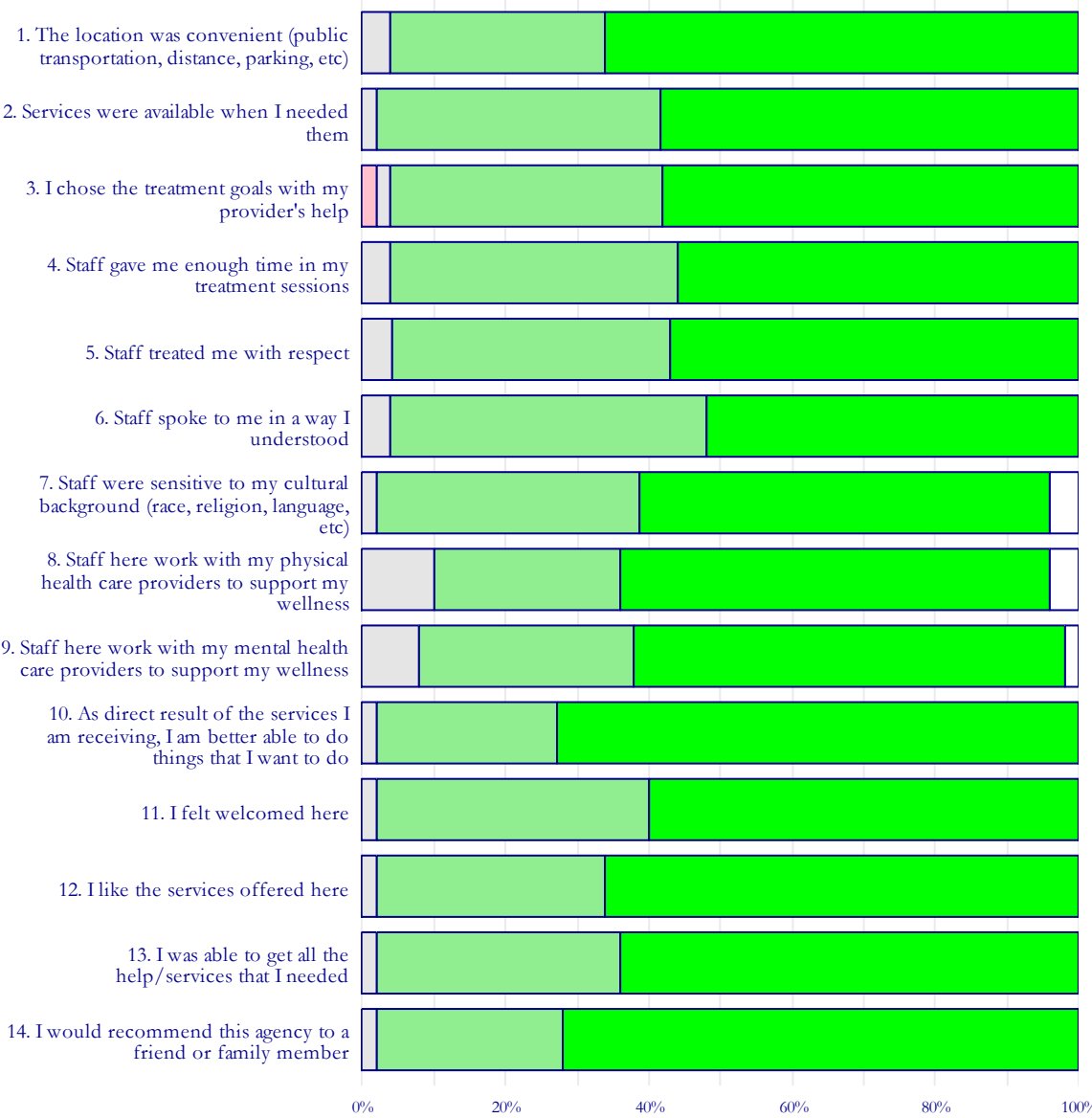
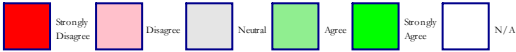
The average rating on all survey questions for DSAAM Methadone Van: **4.57**
Other programs: **4.38**.

Survey Compliance

Response	DSAAM Methadone Van	Other Programs	Total
Completed Survey	50 100 %	1896 99.9 %	1946 99.9 %
Blank Survey	0 0 %	2 0.1 %	2 0.1 %
Total	50 100 %	1898 100 %	1948 100 %

¹ Overall Satisfaction calculated using questions 2 through 7 and 10 through 14. Surveys with a mean score of 3.5 or higher were counted as "satisfied." Approximate return rate is based on count of survey forms submitted as ratio to the number of unique persons with billings in the Avatar system during the week of the survey. That percent can exceed 100 if clients were surveyed but did not generate a billing.

Satisfaction Survey



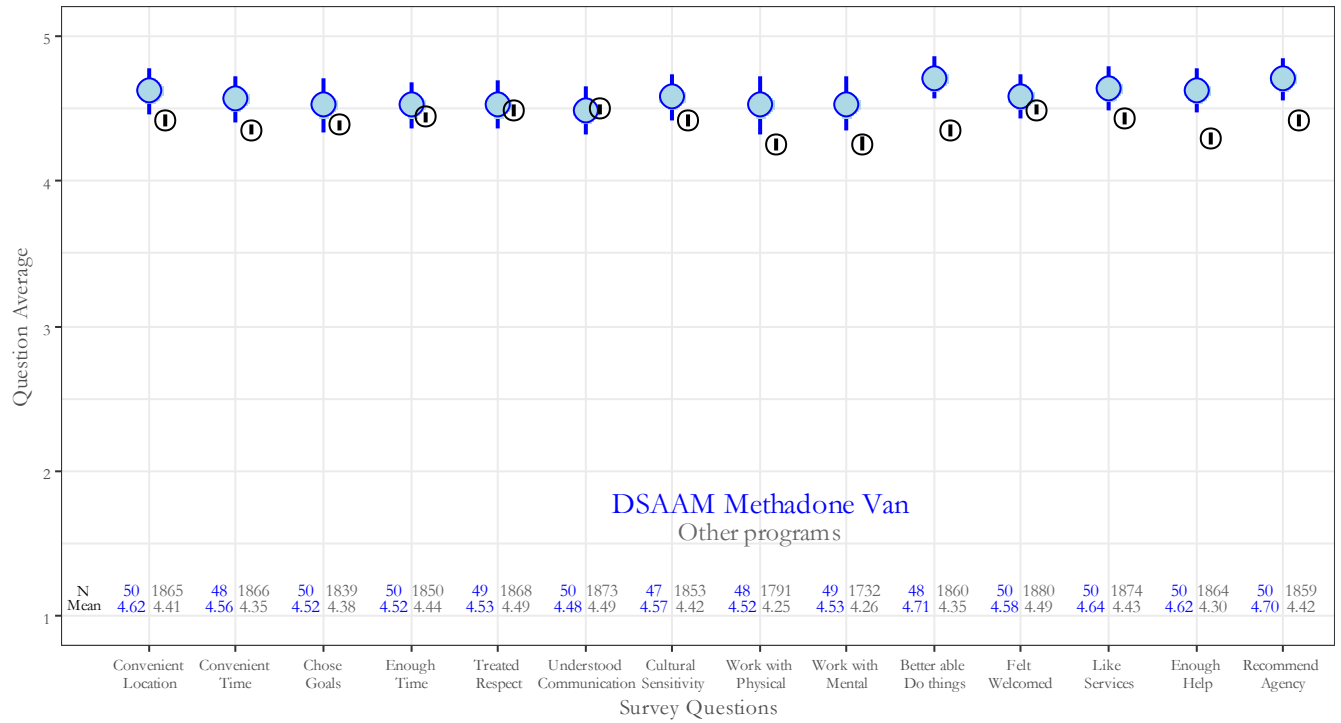
Satisfaction Survey

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A
1. The location was convenient (public transportation, distance, parking, etc)	0 0.0 %	0 0.0 %	2 4.0 %	15 30.0 %	33 66.0 %	0 0.0 %
2. Services were available when I needed them	0 0.0 %	0 0.0 %	1 2.1 %	19 39.6 %	28 58.3 %	0 0.0 %
3. I chose the treatment goals with my provider's help	0 0.0 %	1 2.0 %	1 2.0 %	19 38.0 %	29 58.0 %	0 0.0 %
4. Staff gave me enough time in my treatment sessions	0 0.0 %	0 0.0 %	2 4.0 %	20 40.0 %	28 56.0 %	0 0.0 %
5. Staff treated me with respect	0 0.0 %	0 0.0 %	2 4.1 %	19 38.8 %	28 57.1 %	0 0.0 %
6. Staff spoke to me in a way I understood	0 0.0 %	0 0.0 %	2 4.0 %	22 44.0 %	26 52.0 %	0 0.0 %
7. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	0 0.0 %	1 2.0 %	18 36.7 %	28 57.1 %	2 4.1 %
8. Staff here work with my physical health care providers to support my wellness	0 0.0 %	0 0.0 %	5 10.0 %	13 26.0 %	30 60.0 %	2 4.0 %
9. Staff here work with my mental health care providers to support my wellness	0 0.0 %	0 0.0 %	4 8.0 %	15 30.0 %	30 60.0 %	1 2.0 %
10. As direct result of the services I am receiving, I am better able to do things that I want to do	0 0.0 %	0 0.0 %	1 2.1 %	12 25.0 %	35 72.9 %	0 0.0 %
11. I felt welcomed here	0 0.0 %	0 0.0 %	1 2.0 %	19 38.0 %	30 60.0 %	0 0.0 %
12. I like the services offered here	0 0.0 %	0 0.0 %	1 2.0 %	16 32.0 %	33 66.0 %	0 0.0 %
13. I was able to get all the help/services that I needed	0 0.0 %	0 0.0 %	1 2.0 %	17 34.0 %	32 64.0 %	0 0.0 %
14. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	1 2.0 %	13 26.0 %	36 72.0 %	0 0.0 %

Satisfaction by Gender

Gender	Count	Satisfied	Percentage	Mean (1-5)
Female	16	16	100.00	4.51
Male	32	31	96.88	4.63
Decline/No answer	2	2	100.00	4.27

Satisfaction Survey - Item Means and 95% Confidence Intervals



Satisfaction by Ethnicity

Ethnicity	Count	Satisfied	Percentage	Mean (1-5)
American Indian/Alaskan Native	2	2	100.00	4.00
Asian	1	1	100.00	5.00
Black/African American	35	34	97.14	4.73
Latinx	2	2	100.00	4.55
White/Caucasian	6	6	100.00	4.08
Multi-ethnic	2	2	100.00	3.95
Other	1	1	100.00	5.00
Unknown	1	1	100.00	4.00



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Treatment Perceptions Survey Report - Fall 2017

DSAAM OBOT

Program codes (RUs): 75134

Overall Satisfaction¹

100.0%

Survey Response Rate

66.7%

There were surveys returned for 4 clients.

The satisfaction score (items 2-7 and 10-14) for this program: **4.48** out of five,
Other programs: **4.41**.

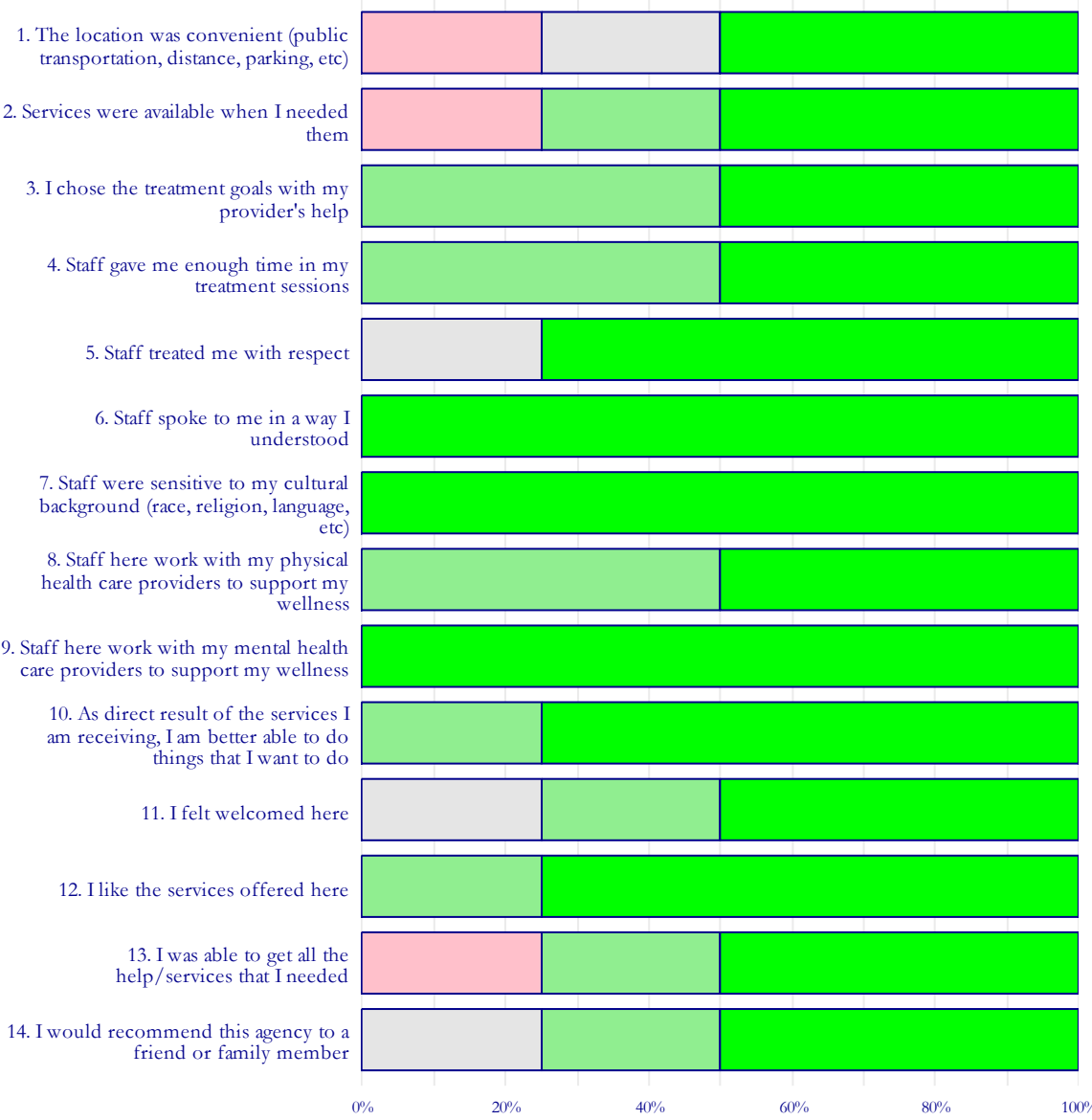
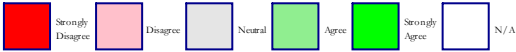
The average rating on all survey questions for DSAAM OBOT: **4.47**
Other programs: **4.39**.

Survey Compliance

Response	DSAAM OBOT	Other Programs	Total
Completed Survey	4 100 %	1942 99.9 %	1946 99.9 %
Blank Survey	0 0 %	2 0.1 %	2 0.1 %
Total	4 100 %	1944 100 %	1948 100 %

¹ Overall Satisfaction calculated using questions 2 through 7 and 10 through 14. Surveys with a mean score of 3.5 or higher were counted as "satisfied." Approximate return rate is based on count of survey forms submitted as ratio to the number of unique persons with billings in the Avatar system during the week of the survey. That percent can exceed 100 if clients were surveyed but did not generate a billing.

Satisfaction Survey



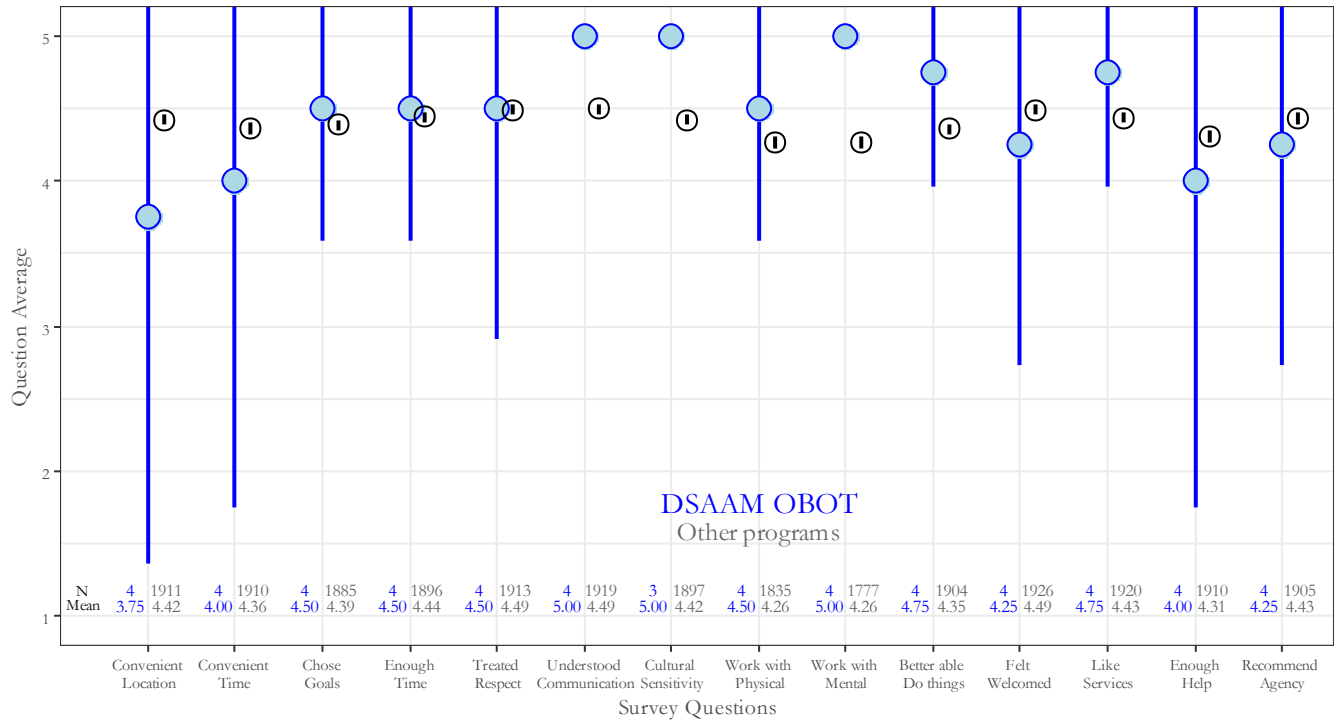
Satisfaction Survey

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A
1. The location was convenient (public transportation, distance, parking, etc)	0 0.0 %	1 25.0 %	1 25.0 %	0 0.0 %	2 50.0 %	0 0.0 %
2. Services were available when I needed them	0 0.0 %	1 25.0 %	0 0.0 %	1 25.0 %	2 50.0 %	0 0.0 %
3. I chose the treatment goals with my provider's help	0 0.0 %	0 0.0 %	0 0.0 %	2 50.0 %	2 50.0 %	0 0.0 %
4. Staff gave me enough time in my treatment sessions	0 0.0 %	0 0.0 %	0 0.0 %	2 50.0 %	2 50.0 %	0 0.0 %
5. Staff treated me with respect	0 0.0 %	0 0.0 %	1 25.0 %	0 0.0 %	3 75.0 %	0 0.0 %
6. Staff spoke to me in a way I understood	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	4 100.0 %	0 0.0 %
7. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	3 100.0 %	0 0.0 %
8. Staff here work with my physical health care providers to support my wellness	0 0.0 %	0 0.0 %	0 0.0 %	2 50.0 %	2 50.0 %	0 0.0 %
9. Staff here work with my mental health care providers to support my wellness	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	4 100.0 %	0 0.0 %
10. As direct result of the services I am receiving, I am better able to do things that I want to do	0 0.0 %	0 0.0 %	0 0.0 %	1 25.0 %	3 75.0 %	0 0.0 %
11. I felt welcomed here	0 0.0 %	0 0.0 %	1 25.0 %	1 25.0 %	2 50.0 %	0 0.0 %
12. I like the services offered here	0 0.0 %	0 0.0 %	0 0.0 %	1 25.0 %	3 75.0 %	0 0.0 %
13. I was able to get all the help/services that I needed	0 0.0 %	1 25.0 %	0 0.0 %	1 25.0 %	2 50.0 %	0 0.0 %
14. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	1 25.0 %	1 25.0 %	2 50.0 %	0 0.0 %

Satisfaction by Gender

Gender	Count	Satisfied	Percentage	Mean (1-5)
Female	2	2	100.00	4.60
Male	2	2	100.00	4.36

Satisfaction Survey - Item Means and 95% Confidence Intervals



Satisfaction by Ethnicity

Ethnicity	Count	Satisfied	Percentage	Mean (1-5)
Black/African American	1	1	100.00	5.00
White/Caucasian	1	1	100.00	3.73
Multi-ethnic	1	1	100.00	4.20
Unknown	1	1	100.00	5.00



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Treatment Perceptions Survey Report - Fall 2017
DSAAM OTOP-OBOT CBHS Pharmacy
Program codes (RUs): 77134

Overall Satisfaction¹
83.3%

Survey Response Rate
60.0%

There were surveys returned for 6 clients.

The satisfaction score (items 2-7 and 10-14) for this program: **4.53** out of five,
Other programs: **4.41**.

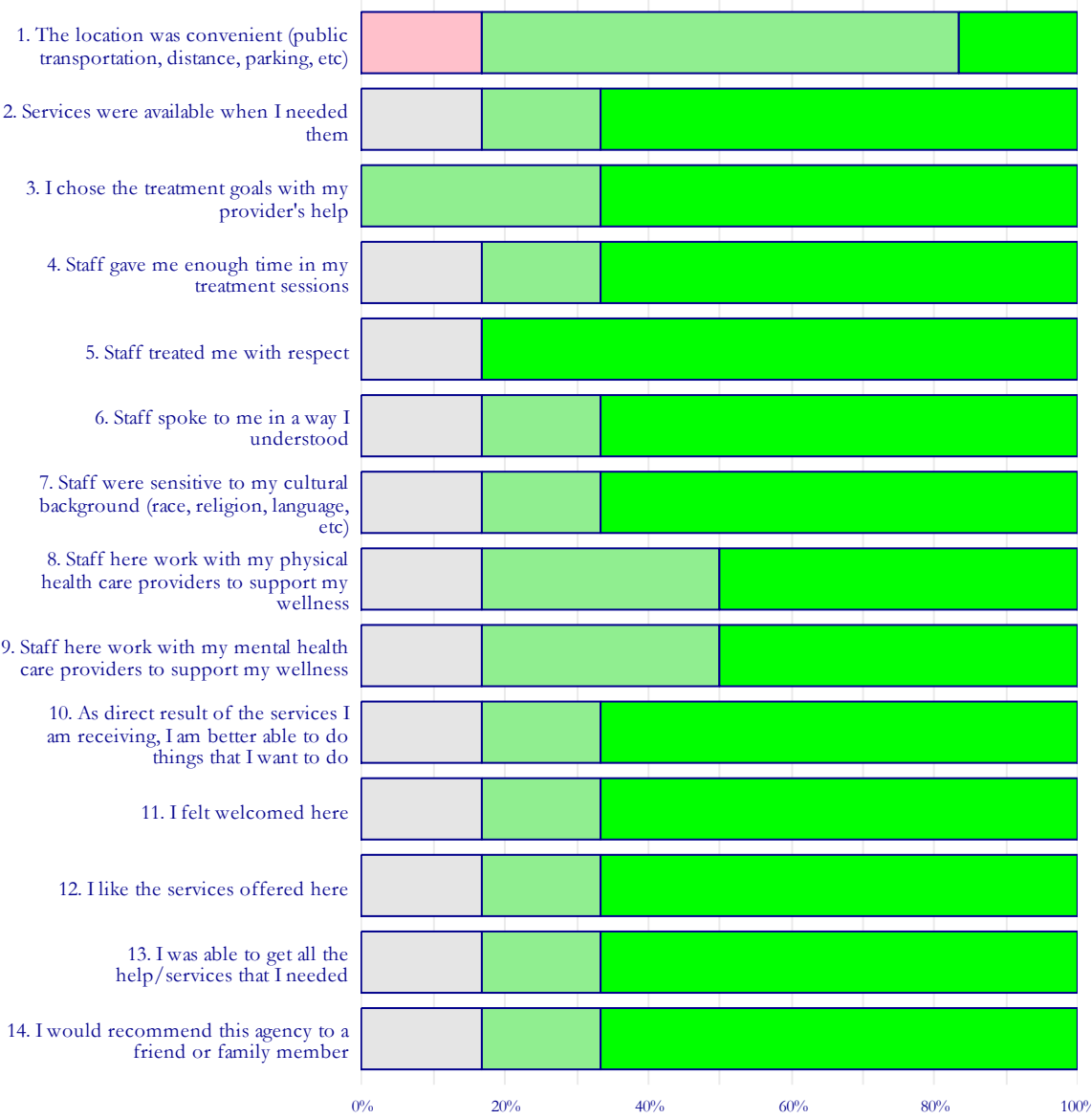
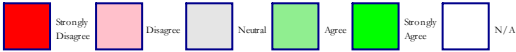
The average rating on all survey questions for DSAAM OTOP-OBOT CBHS Pharmacy: **4.45**
Other programs: **4.39**.

Survey Compliance

Response	DSAAM OTOP-OBOT CBHS Pharmacy	Other Programs	Total
Completed Survey	6 100 %	1940 99.9 %	1946 99.9 %
Blank Survey	0 0 %	2 0.1 %	2 0.1 %
Total	6 100 %	1942 100 %	1948 100 %

¹ Overall Satisfaction calculated using questions 2 through 7 and 10 through 14. Surveys with a mean score of 3.5 or higher were counted as "satisfied." Approximate return rate is based on count of survey forms submitted as ratio to the number of unique persons with billings in the Avatar system during the week of the survey. That percent can exceed 100 if clients were surveyed but did not generate a billing.

Satisfaction Survey



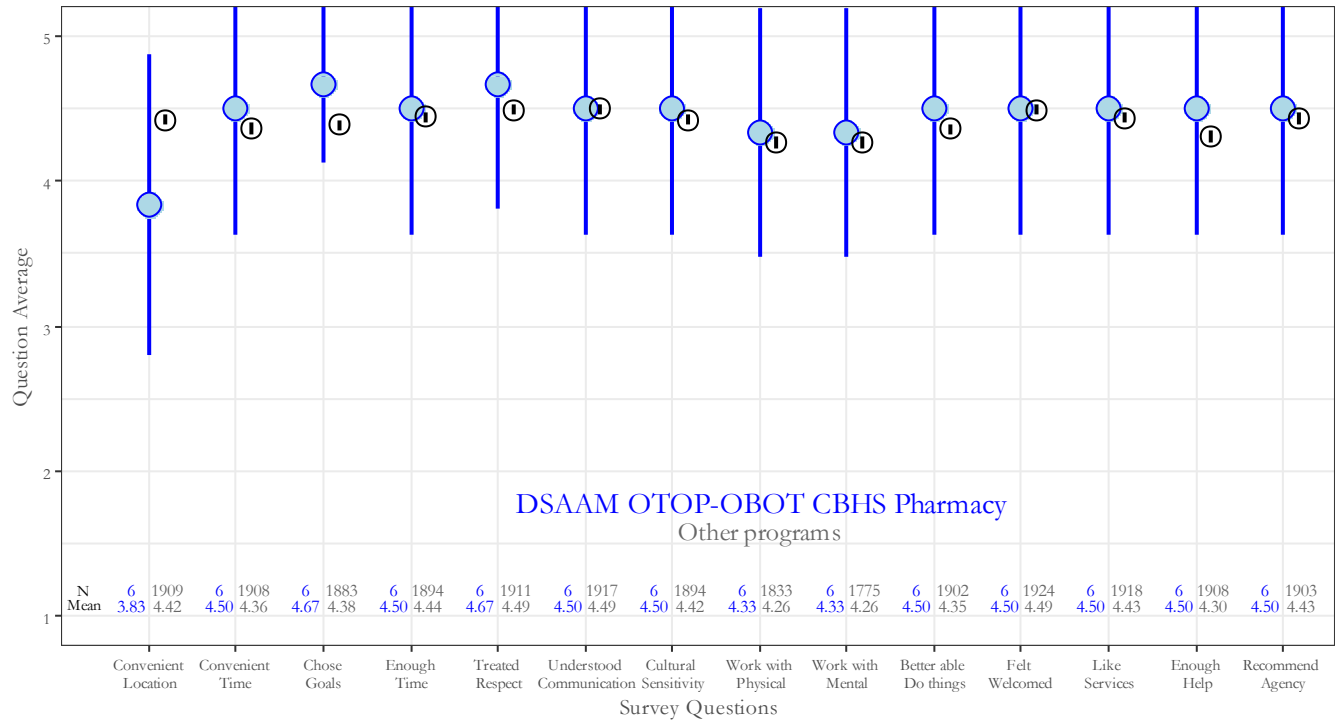
Satisfaction Survey

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A
1. The location was convenient (public transportation, distance, parking, etc)	0 0.0 %	1 16.7 %	0 0.0 %	4 66.7 %	1 16.7 %	0 0.0 %
2. Services were available when I needed them	0 0.0 %	0 0.0 %	1 16.7 %	1 16.7 %	4 66.7 %	0 0.0 %
3. I chose the treatment goals with my provider's help	0 0.0 %	0 0.0 %	0 0.0 %	2 33.3 %	4 66.7 %	0 0.0 %
4. Staff gave me enough time in my treatment sessions	0 0.0 %	0 0.0 %	1 16.7 %	1 16.7 %	4 66.7 %	0 0.0 %
5. Staff treated me with respect	0 0.0 %	0 0.0 %	1 16.7 %	0 0.0 %	5 83.3 %	0 0.0 %
6. Staff spoke to me in a way I understood	0 0.0 %	0 0.0 %	1 16.7 %	1 16.7 %	4 66.7 %	0 0.0 %
7. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	0 0.0 %	1 16.7 %	1 16.7 %	4 66.7 %	0 0.0 %
8. Staff here work with my physical health care providers to support my wellness	0 0.0 %	0 0.0 %	1 16.7 %	2 33.3 %	3 50.0 %	0 0.0 %
9. Staff here work with my mental health care providers to support my wellness	0 0.0 %	0 0.0 %	1 16.7 %	2 33.3 %	3 50.0 %	0 0.0 %
10. As direct result of the services I am receiving, I am better able to do things that I want to do	0 0.0 %	0 0.0 %	1 16.7 %	1 16.7 %	4 66.7 %	0 0.0 %
11. I felt welcomed here	0 0.0 %	0 0.0 %	1 16.7 %	1 16.7 %	4 66.7 %	0 0.0 %
12. I like the services offered here	0 0.0 %	0 0.0 %	1 16.7 %	1 16.7 %	4 66.7 %	0 0.0 %
13. I was able to get all the help/services that I needed	0 0.0 %	0 0.0 %	1 16.7 %	1 16.7 %	4 66.7 %	0 0.0 %
14. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	1 16.7 %	1 16.7 %	4 66.7 %	0 0.0 %

Satisfaction by Gender

Gender	Count	Satisfied	Percentage	Mean (1-5)
Female	1	1	100.00	5.00
Male	5	4	80.00	4.44

Satisfaction Survey - Item Means and 95% Confidence Intervals



Satisfaction by Ethnicity

Ethnicity	Count	Satisfied	Percentage	Mean (1-5)
American Indian/Alaskan Native	1	0	0.00	3.09
Asian	1	1	100.00	4.09
Black/African American	1	1	100.00	5.00
Latinx	1	1	100.00	5.00
White/Caucasian	2	2	100.00	5.00



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Treatment Perceptions Survey Report - Fall 2017

DSAAM OTOP-OBOT SFGH Pharmacy

Program codes (RUs): 76134

Overall Satisfaction¹

100.0%

Survey Response Rate

64.0%

There were surveys returned for 16 clients.

The satisfaction score (items 2-7 and 10-14) for this program: **4.73** out of five,
Other programs: **4.41**.

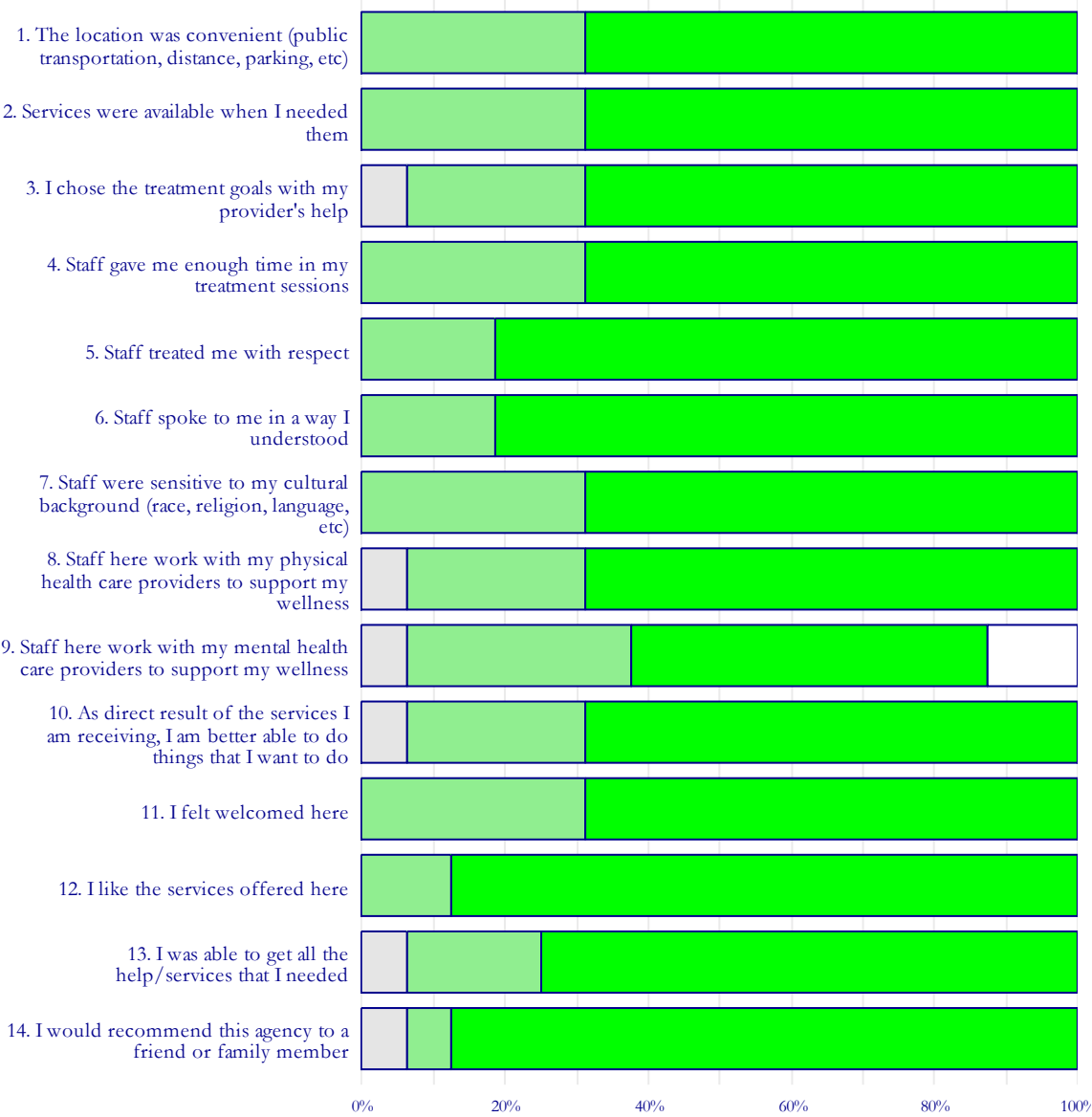
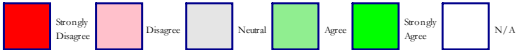
The average rating on all survey questions for DSAAM OTOP-OBOT SFGH Pharmacy: **4.71**
Other programs: **4.39**.

Survey Compliance

Response	DSAAM OTOP-OBOT SFGH Pharmacy	Other Programs	Total
Completed Survey	16 100 %	1930 99.9 %	1946 99.9 %
Blank Survey	0 0 %	2 0.1 %	2 0.1 %
Total	16 100 %	1932 100 %	1948 100 %

¹ Overall Satisfaction calculated using questions 2 through 7 and 10 through 14. Surveys with a mean score of 3.5 or higher were counted as "satisfied." Approximate return rate is based on count of survey forms submitted as ratio to the number of unique persons with billings in the Avatar system during the week of the survey. That percent can exceed 100 if clients were surveyed but did not generate a billing.

Satisfaction Survey



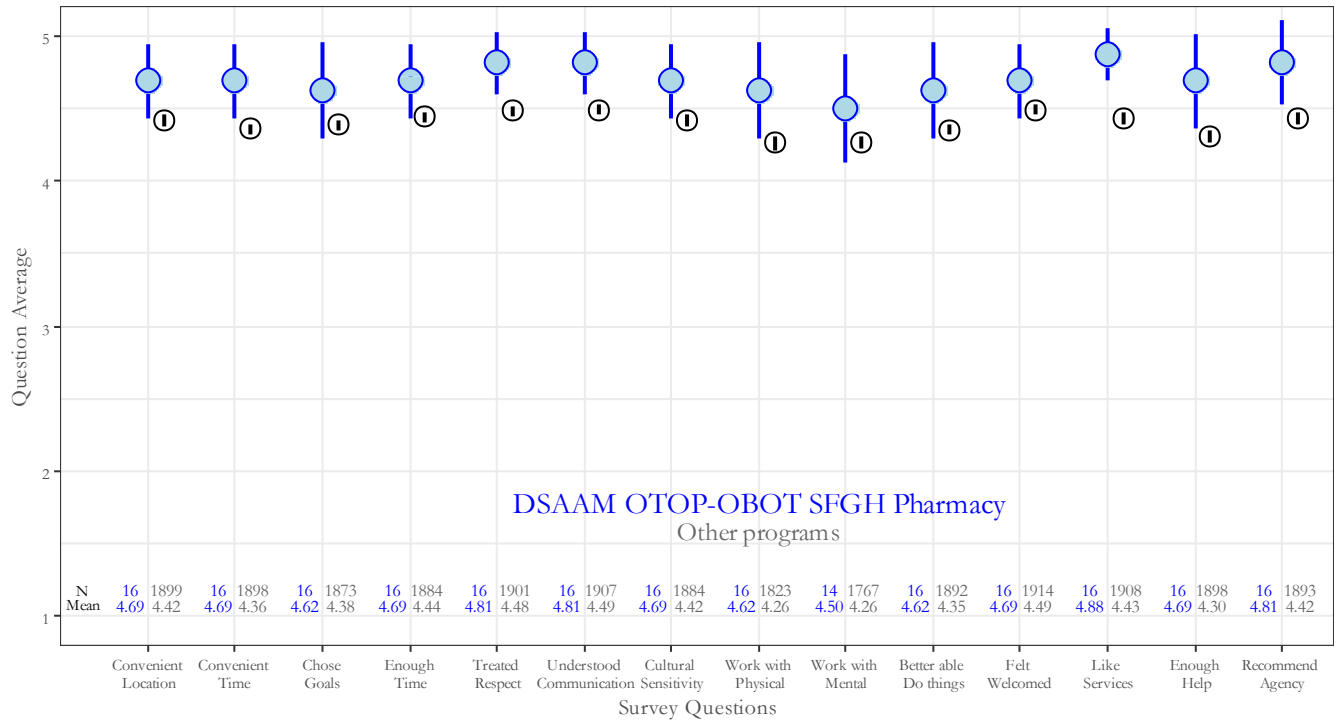
Satisfaction Survey

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A
1. The location was convenient (public transportation, distance, parking, etc)	0 0.0 %	0 0.0 %	0 0.0 %	5 31.2 %	11 68.8 %	0 0.0 %
2. Services were available when I needed them	0 0.0 %	0 0.0 %	0 0.0 %	5 31.2 %	11 68.8 %	0 0.0 %
3. I chose the treatment goals with my provider's help	0 0.0 %	0 0.0 %	1 6.2 %	4 25.0 %	11 68.8 %	0 0.0 %
4. Staff gave me enough time in my treatment sessions	0 0.0 %	0 0.0 %	0 0.0 %	5 31.2 %	11 68.8 %	0 0.0 %
5. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	3 18.8 %	13 81.2 %	0 0.0 %
6. Staff spoke to me in a way I understood	0 0.0 %	0 0.0 %	0 0.0 %	3 18.8 %	13 81.2 %	0 0.0 %
7. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	0 0.0 %	0 0.0 %	5 31.2 %	11 68.8 %	0 0.0 %
8. Staff here work with my physical health care providers to support my wellness	0 0.0 %	0 0.0 %	1 6.2 %	4 25.0 %	11 68.8 %	0 0.0 %
9. Staff here work with my mental health care providers to support my wellness	0 0.0 %	0 0.0 %	1 6.2 %	5 31.2 %	8 50.0 %	2 12.5 %
10. As direct result of the services I am receiving, I am better able to do things that I want to do	0 0.0 %	0 0.0 %	1 6.2 %	4 25.0 %	11 68.8 %	0 0.0 %
11. I felt welcomed here	0 0.0 %	0 0.0 %	0 0.0 %	5 31.2 %	11 68.8 %	0 0.0 %
12. I like the services offered here	0 0.0 %	0 0.0 %	0 0.0 %	2 12.5 %	14 87.5 %	0 0.0 %
13. I was able to get all the help/services that I needed	0 0.0 %	0 0.0 %	1 6.2 %	3 18.8 %	12 75.0 %	0 0.0 %
14. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	1 6.2 %	1 6.2 %	14 87.5 %	0 0.0 %

Satisfaction by Gender

Gender	Count	Satisfied	Percentage	Mean (1-5)
Female	6	6	100.00	4.88
Male	9	9	100.00	4.60
Decline/No answer	1	1	100.00	5.00

Satisfaction Survey - Item Means and 95% Confidence Intervals



Satisfaction by Ethnicity

Ethnicity	Count	Satisfied	Percentage	Mean (1-5)
Asian	1	1	100.00	4.18
Black/African American	3	3	100.00	5.00
Latinx	1	1	100.00	4.91
White/Caucasian	10	10	100.00	4.65
Unknown	1	1	100.00	5.00



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Treatment Perceptions Survey Report - Fall 2017

DSAAM OTOP Methadone Maintenance

Program codes (RUs): 38134 87134

Overall Satisfaction¹

94.5%

Survey Response Rate

59.5%

There were surveys returned for 290 clients.

The satisfaction score (items 2-7 and 10-14) for this program: **4.40** out of five,
Other programs: **4.41**.

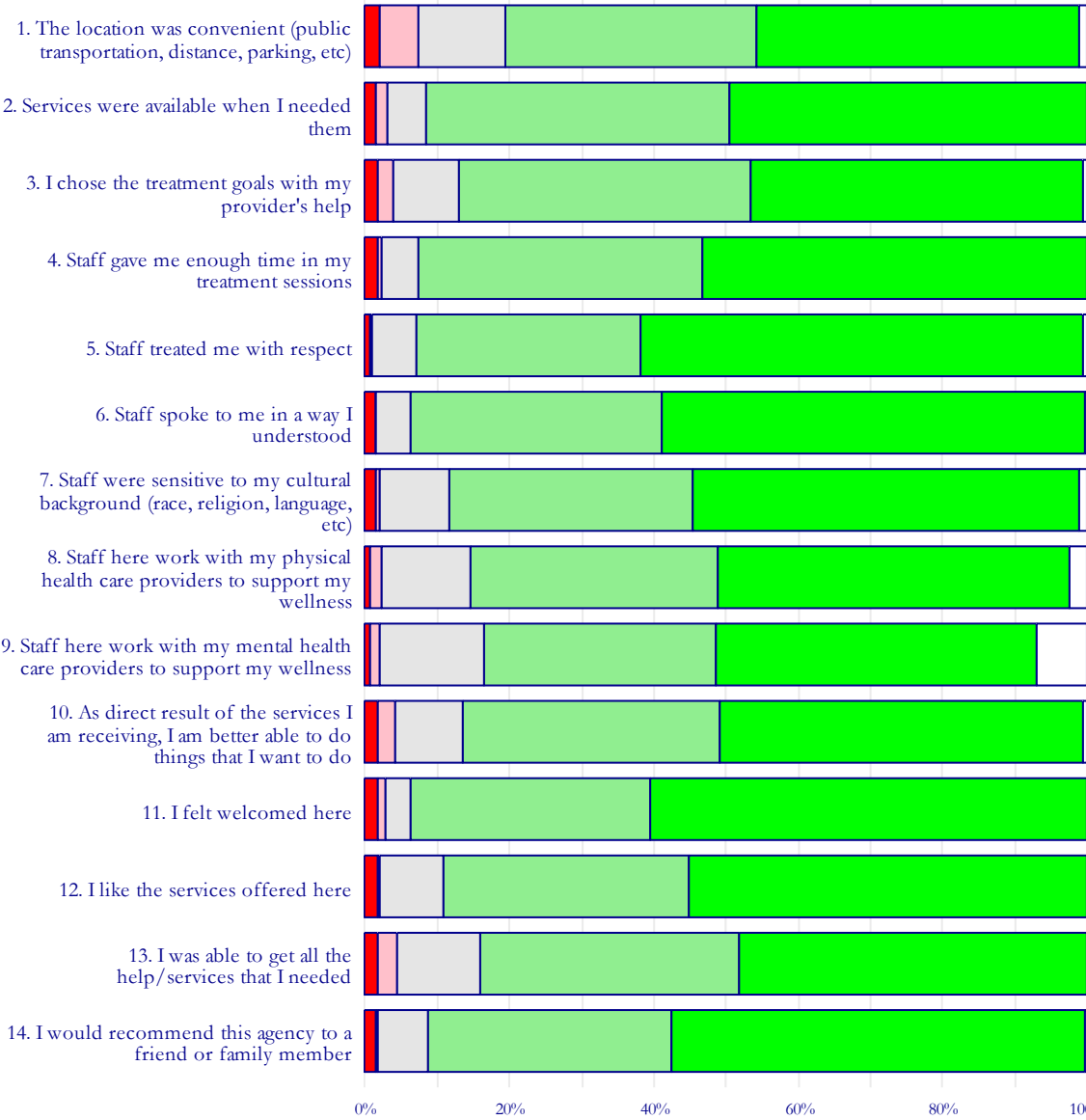
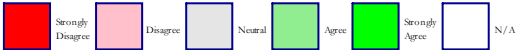
The average rating on all survey questions for DSAAM OTOP Methadone Maintenance: **4.36**
Other programs: **4.39**.

Survey Compliance

Response	DSAAM OTOP Methadone Maintenance	Other Programs	Total
Completed Survey	290 100 %	1656 99.9 %	1946 99.9 %
Blank Survey	0 0 %	2 0.1 %	2 0.1 %
Total	290 100 %	1658 100 %	1948 100 %

¹ Overall Satisfaction calculated using questions 2 through 7 and 10 through 14. Surveys with a mean score of 3.5 or higher were counted as "satisfied." Approximate return rate is based on count of survey forms submitted as ratio to the number of unique persons with billings in the Avatar system during the week of the survey. That percent can exceed 100 if clients were surveyed but did not generate a billing.

Satisfaction Survey



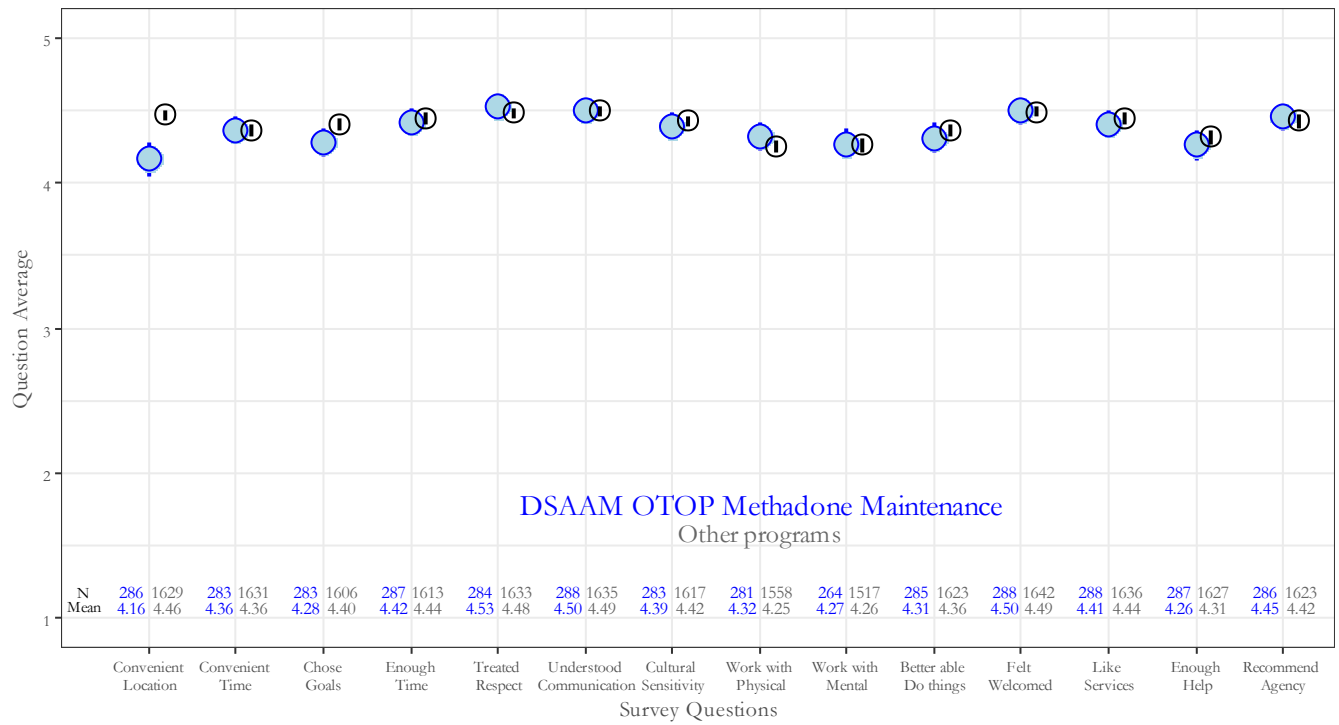
Satisfaction Survey

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A
1. The location was convenient (public transportation, distance, parking, etc)	6 2.1 %	15 5.2 %	35 12.1 %	101 34.9 %	129 44.6 %	3 1.0 %
2. Services were available when I needed them	4 1.4 %	5 1.8 %	15 5.3 %	119 42.0 %	140 49.5 %	0 0.0 %
3. I chose the treatment goals with my provider's help	5 1.8 %	6 2.1 %	26 9.1 %	115 40.4 %	131 46.0 %	2 0.7 %
4. Staff gave me enough time in my treatment sessions	5 1.7 %	2 0.7 %	14 4.9 %	113 39.4 %	153 53.3 %	0 0.0 %
5. Staff treated me with respect	2 0.7 %	1 0.4 %	17 5.9 %	89 31.1 %	175 61.2 %	2 0.7 %
6. Staff spoke to me in a way I understood	4 1.4 %	0 0.0 %	14 4.8 %	101 34.9 %	169 58.5 %	1 0.4 %
7. Staff were sensitive to my cultural background (race, religion, language, etc)	4 1.4 %	2 0.7 %	27 9.4 %	97 33.9 %	153 53.5 %	3 1.0 %
8. Staff here work with my physical health care providers to support my wellness	2 0.7 %	5 1.7 %	35 12.2 %	99 34.4 %	140 48.6 %	7 2.4 %
9. Staff here work with my mental health care providers to support my wellness	2 0.7 %	4 1.4 %	41 14.4 %	91 32.0 %	126 44.4 %	20 7.0 %
10. As direct result of the services I am receiving, I am better able to do things that I want to do	5 1.7 %	7 2.4 %	27 9.4 %	102 35.5 %	144 50.2 %	2 0.7 %
11. I felt welcomed here	5 1.7 %	3 1.0 %	10 3.5 %	96 33.3 %	174 60.4 %	0 0.0 %
12. I like the services offered here	5 1.7 %	1 0.4 %	25 8.7 %	98 34.0 %	159 55.2 %	0 0.0 %
13. I was able to get all the help/services that I needed	5 1.7 %	8 2.8 %	33 11.5 %	103 35.9 %	138 48.1 %	0 0.0 %
14. I would recommend this agency to a friend or family member	4 1.4 %	1 0.4 %	20 7.0 %	97 33.8 %	164 57.1 %	1 0.4 %

Satisfaction by Gender

Gender	Count	Satisfied	Percentage	Mean (1-5)
Female	96	91	94.79	4.48
Male	167	158	94.61	4.35
Transgender	4	4	100.00	4.50
Decline/No answer	20	19	95.00	4.44
Other	3	2	66.67	3.77

Satisfaction Survey - Item Means and 95% Confidence Intervals



Satisfaction by Ethnicity

Ethnicity	Count	Satisfied	Percentage	Mean (1-5)
American Indian/Alaskan Native	9	9	100.00	4.39
Asian	3	3	100.00	4.45
Black/African American	72	67	93.06	4.40
Latinx	25	24	96.00	4.39
Native Hawaiian/Pacific Islander	1	1	100.00	4.91
White/Caucasian	118	111	94.07	4.37
Multi-ethnic	13	13	100.00	4.57
Other	24	23	95.83	4.35
Unknown	25	23	92.00	4.44



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Treatment Perceptions Survey Report - Fall 2017

Ferguson Place

Program codes (RUs): FERGUSONPL

Overall Satisfaction¹

100.0%

Survey Response Rate

Not available, no Avatar billing

There were surveys returned for 9 clients.

The satisfaction score (items 2-7 and 10-14) for this program: **4.69** out of five,
Other programs: **4.41**.

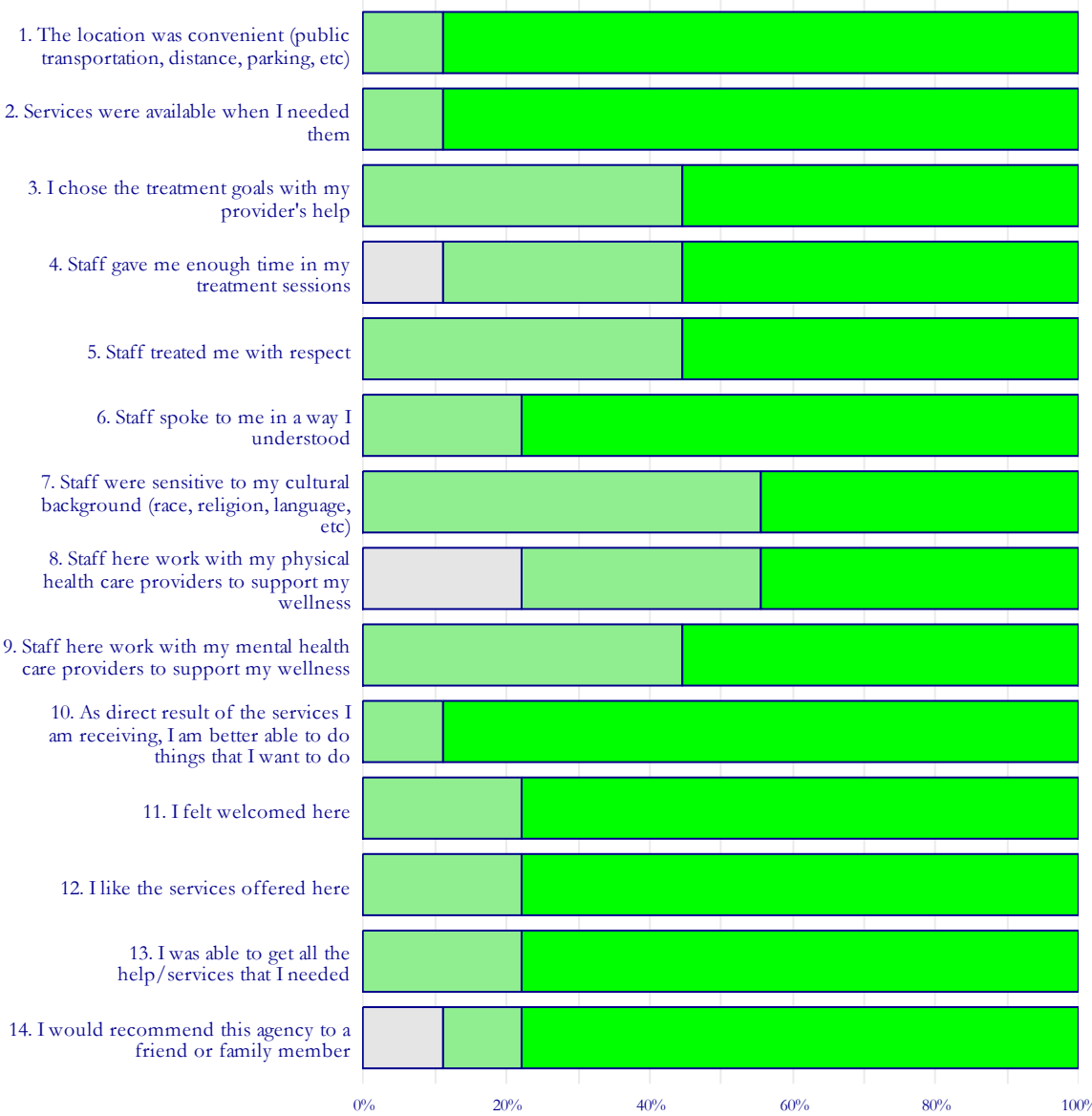
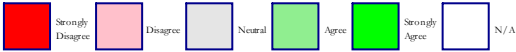
The average rating on all survey questions for Ferguson Place: **4.66**
Other programs: **4.39**.

Survey Compliance

Response	Ferguson Place	Other Programs	Total
Completed Survey	9 100 %	1937 99.9 %	1946 99.9 %
Blank Survey	0 0 %	2 0.1 %	2 0.1 %
Total	9 100 %	1939 100 %	1948 100 %

¹ Overall Satisfaction calculated using questions 2 through 7 and 10 through 14. Surveys with a mean score of 3.5 or higher were counted as "satisfied." Approximate return rate is based on count of survey forms submitted as ratio to the number of unique persons with billings in the Avatar system during the week of the survey. That percent can exceed 100 if clients were surveyed but did not generate a billing.

Satisfaction Survey



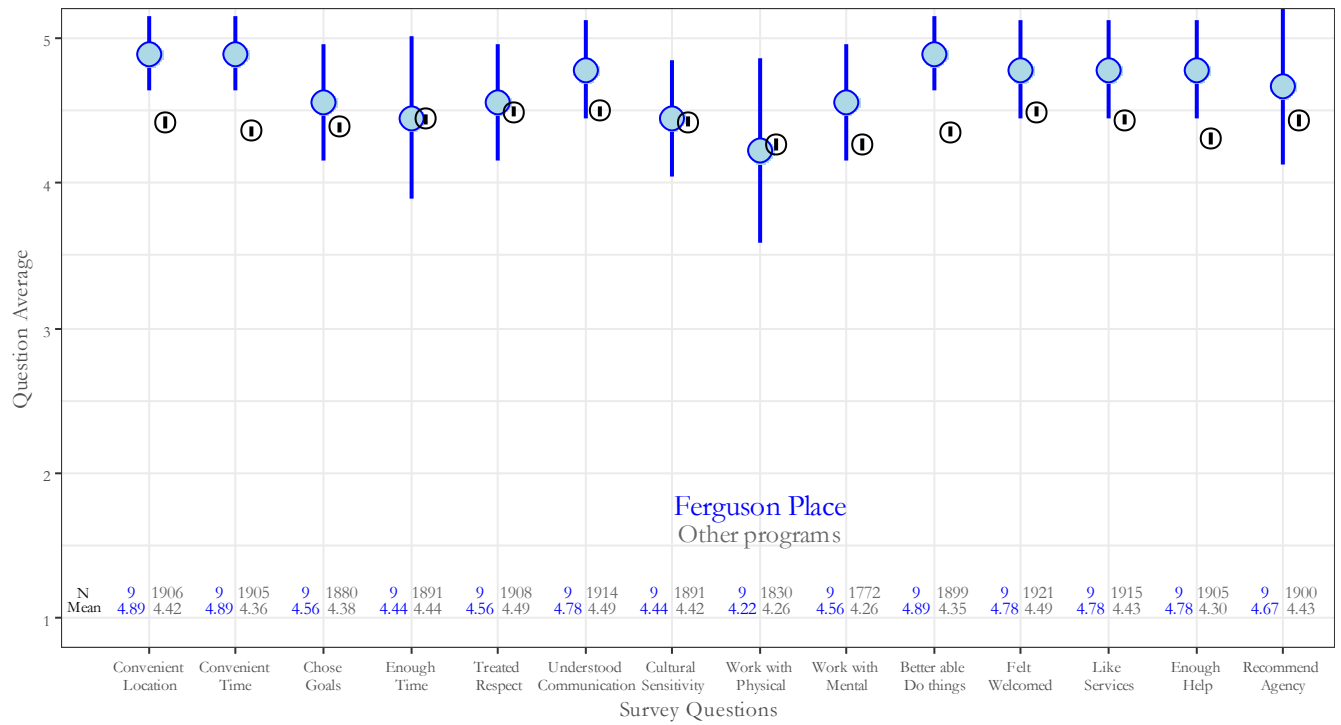
Satisfaction Survey

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A
1. The location was convenient (public transportation, distance, parking, etc)	0 0.0 %	0 0.0 %	0 0.0 %	1 11.1 %	8 88.9 %	0 0.0 %
2. Services were available when I needed them	0 0.0 %	0 0.0 %	0 0.0 %	1 11.1 %	8 88.9 %	0 0.0 %
3. I chose the treatment goals with my provider's help	0 0.0 %	0 0.0 %	0 0.0 %	4 44.4 %	5 55.6 %	0 0.0 %
4. Staff gave me enough time in my treatment sessions	0 0.0 %	0 0.0 %	1 11.1 %	3 33.3 %	5 55.6 %	0 0.0 %
5. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	4 44.4 %	5 55.6 %	0 0.0 %
6. Staff spoke to me in a way I understood	0 0.0 %	0 0.0 %	0 0.0 %	2 22.2 %	7 77.8 %	0 0.0 %
7. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	0 0.0 %	0 0.0 %	5 55.6 %	4 44.4 %	0 0.0 %
8. Staff here work with my physical health care providers to support my wellness	0 0.0 %	0 0.0 %	2 22.2 %	3 33.3 %	4 44.4 %	0 0.0 %
9. Staff here work with my mental health care providers to support my wellness	0 0.0 %	0 0.0 %	0 0.0 %	4 44.4 %	5 55.6 %	0 0.0 %
10. As direct result of the services I am receiving, I am better able to do things that I want to do	0 0.0 %	0 0.0 %	0 0.0 %	1 11.1 %	8 88.9 %	0 0.0 %
11. I felt welcomed here	0 0.0 %	0 0.0 %	0 0.0 %	2 22.2 %	7 77.8 %	0 0.0 %
12. I like the services offered here	0 0.0 %	0 0.0 %	0 0.0 %	2 22.2 %	7 77.8 %	0 0.0 %
13. I was able to get all the help/services that I needed	0 0.0 %	0 0.0 %	0 0.0 %	2 22.2 %	7 77.8 %	0 0.0 %
14. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	1 11.1 %	1 11.1 %	7 77.8 %	0 0.0 %

Satisfaction by Gender

Gender	Count	Satisfied	Percentage	Mean (1-5)
Female	2	2	100.00	4.77
Male	5	5	100.00	4.71
Transgender	2	2	100.00	4.55

Satisfaction Survey - Item Means and 95% Confidence Intervals



Satisfaction by Ethnicity

Ethnicity	Count	Satisfied	Percentage	Mean (1-5)
Black/African American	2	2	100.00	4.59
Latinx	1	1	100.00	4.45
White/Caucasian	5	5	100.00	4.78
Multi-ethnic	1	1	100.00	4.64



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Treatment Perceptions Survey Report - Fall 2017

Fort Help Bryant Clinic

Program codes (RUs): 38364

Overall Satisfaction¹

88.6%

Survey Response Rate

81.4%

There were surveys returned for 140 clients.

The satisfaction score (items 2-7 and 10-14) for this program: **4.31** out of five,
Other programs: **4.42**.

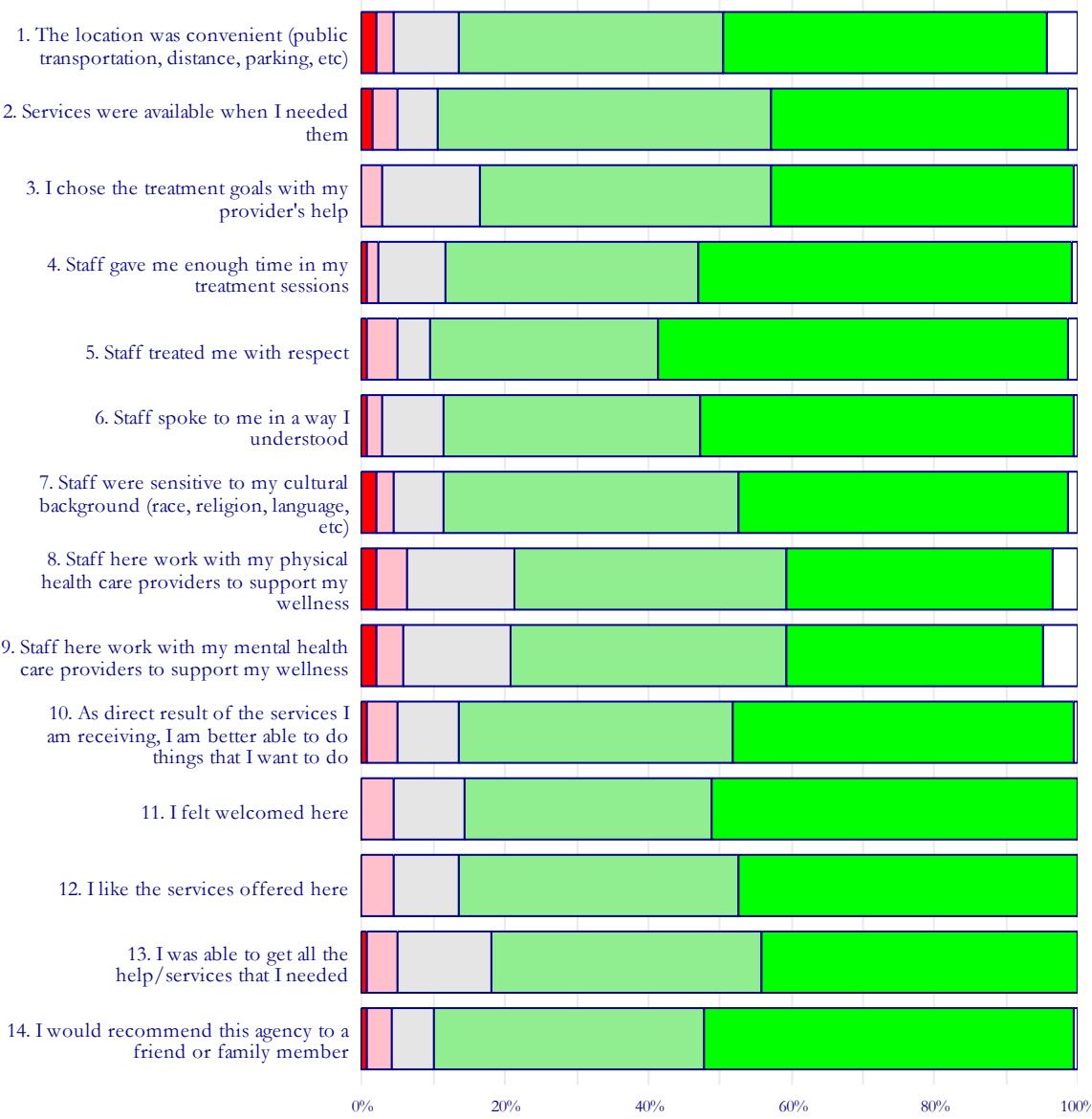
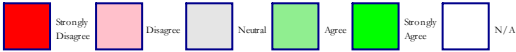
The average rating on all survey questions for Fort Help Bryant Clinic: **4.27**
Other programs: **4.40**.

Survey Compliance

Response	Fort Help Bryant Clinic	Other Programs	Total
Completed Survey	140 100 %	1806 99.9 %	1946 99.9 %
Blank Survey	0 0 %	2 0.1 %	2 0.1 %
Total	140 100 %	1808 100 %	1948 100 %

¹ Overall Satisfaction calculated using questions 2 through 7 and 10 through 14. Surveys with a mean score of 3.5 or higher were counted as "satisfied." Approximate return rate is based on count of survey forms submitted as ratio to the number of unique persons with billings in the Avatar system during the week of the survey. That percent can exceed 100 if clients were surveyed but did not generate a billing.

Satisfaction Survey



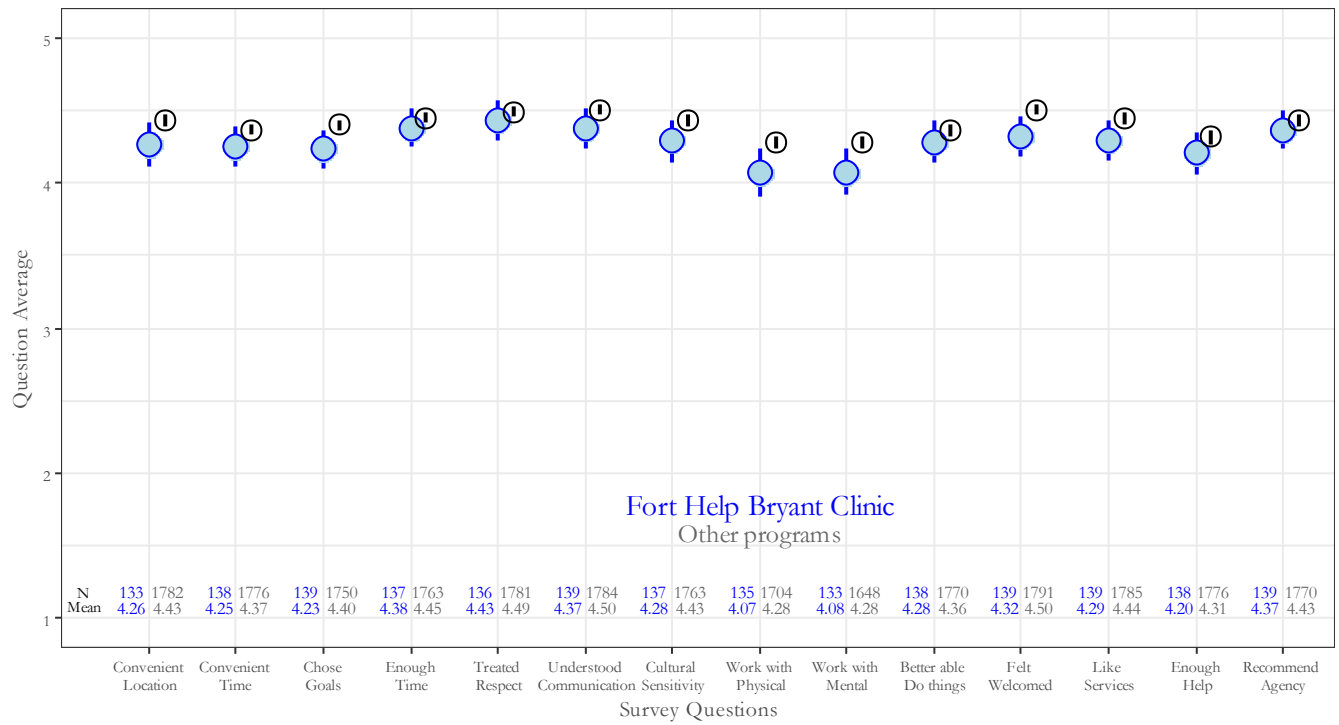
Satisfaction Survey

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A
1. The location was convenient (public transportation, distance, parking, etc)	3 2.2 %	3 2.2 %	13 9.3 %	51 36.7 %	63 45.3 %	6 4.3 %
2. Services were available when I needed them	2 1.4 %	5 3.6 %	8 5.7 %	65 46.4 %	58 41.4 %	2 1.4 %
3. I chose the treatment goals with my provider's help	0 0.0 %	4 2.9 %	19 13.6 %	57 40.7 %	59 42.1 %	1 0.7 %
4. Staff gave me enough time in my treatment sessions	1 0.7 %	2 1.4 %	13 9.4 %	49 35.5 %	72 52.2 %	1 0.7 %
5. Staff treated me with respect	1 0.7 %	6 4.3 %	6 4.3 %	44 31.9 %	79 57.2 %	2 1.4 %
6. Staff spoke to me in a way I understood	1 0.7 %	3 2.1 %	12 8.6 %	50 35.7 %	73 52.1 %	1 0.7 %
7. Staff were sensitive to my cultural background (race, religion, language, etc)	3 2.2 %	3 2.2 %	10 7.2 %	57 41.0 %	64 46.0 %	2 1.4 %
8. Staff here work with my physical health care providers to support my wellness	3 2.1 %	6 4.3 %	21 15.0 %	53 37.9 %	52 37.1 %	5 3.6 %
9. Staff here work with my mental health care providers to support my wellness	3 2.1 %	5 3.6 %	21 15.0 %	54 38.6 %	50 35.7 %	7 5.0 %
10. As direct result of the services I am receiving, I am better able to do things that I want to do	1 0.7 %	6 4.3 %	12 8.6 %	53 38.1 %	66 47.5 %	1 0.7 %
11. I felt welcomed here	0 0.0 %	6 4.3 %	14 10.1 %	48 34.5 %	71 51.1 %	0 0.0 %
12. I like the services offered here	0 0.0 %	6 4.3 %	13 9.3 %	54 38.9 %	66 47.5 %	0 0.0 %
13. I was able to get all the help/services that I needed	1 0.7 %	6 4.3 %	18 13.0 %	52 37.7 %	61 44.2 %	0 0.0 %
14. I would recommend this agency to a friend or family member	1 0.7 %	5 3.6 %	8 5.7 %	53 37.9 %	72 51.4 %	1 0.7 %

Satisfaction by Gender

Gender	Count	Satisfied	Percentage	Mean (1-5)
Female	54	49	90.74	4.35
Male	76	67	88.16	4.29
Transgender	2	2	100.00	4.41
Decline/No answer	6	4	66.67	4.03
Other	2	2	100.00	4.36

Satisfaction Survey - Item Means and 95% Confidence Intervals



Satisfaction by Ethnicity

Ethnicity	Count	Satisfied	Percentage	Mean (1-5)
American Indian/Alaskan Native	11	10	90.91	4.33
Asian	2	2	100.00	5.00
Black/African American	21	20	95.24	4.32
Latinx	7	7	100.00	4.82
Native Hawaiian/Pacific Islander	4	2	50.00	3.91
White/Caucasian	67	61	91.04	4.35
Multi-ethnic	13	13	100.00	4.43
Other	9	7	77.78	4.03
Unknown	6	2	33.33	3.28



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Treatment Perceptions Survey Report - Fall 2017

Fort Help Mission Clinic

Program codes (RUs): 89074

Overall Satisfaction¹

100.0%

Survey Response Rate

48.7%

There were surveys returned for 56 clients.

The satisfaction score (items 2-7 and 10-14) for this program: **4.65** out of five,
Other programs: **4.40**.

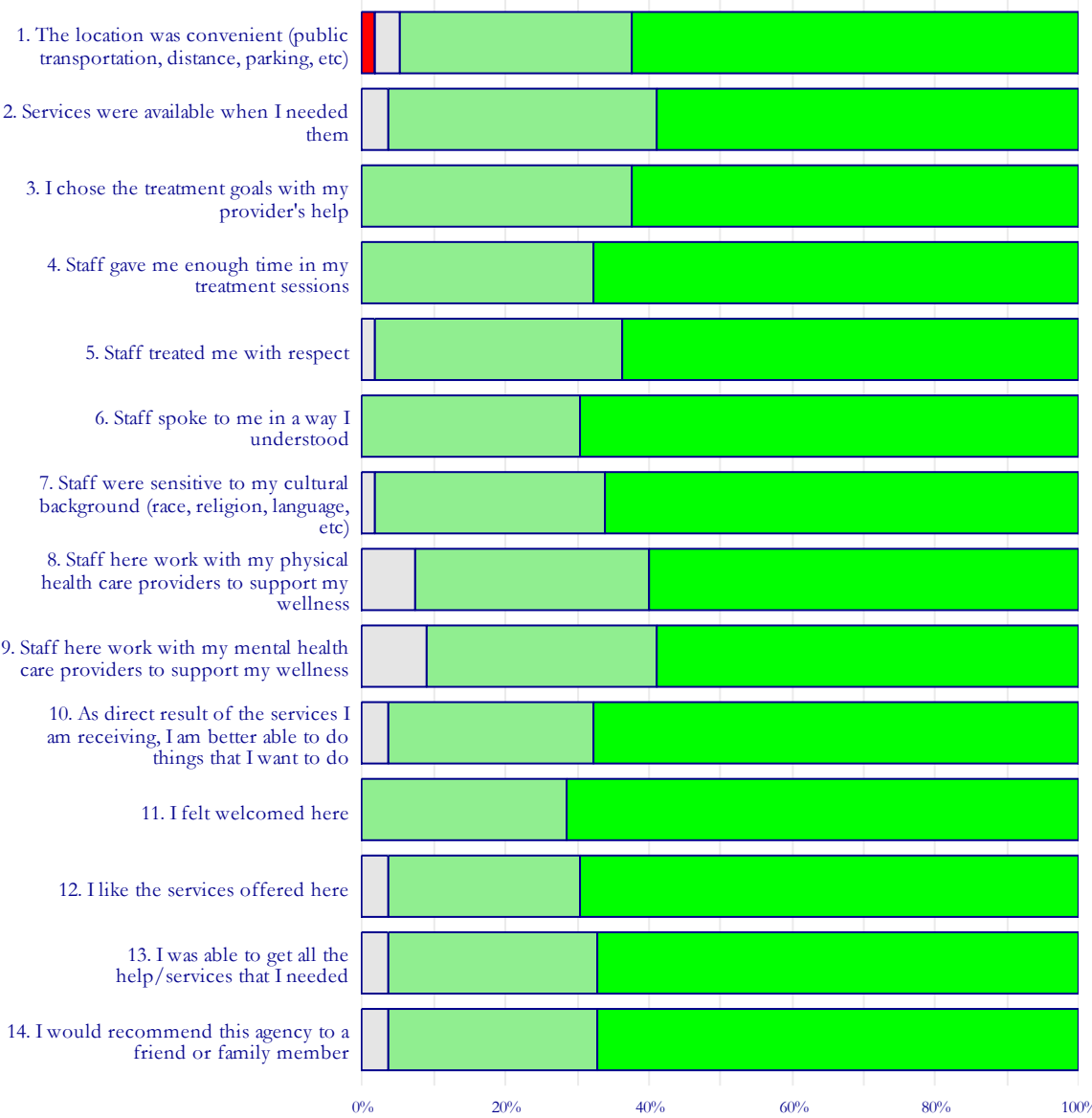
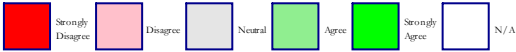
The average rating on all survey questions for Fort Help Mission Clinic: **4.62**
Other programs: **4.38**.

Survey Compliance

Response	Fort Help Mission Clinic	Other Programs	Total
Completed Survey	56 100 %	1890 99.9 %	1946 99.9 %
Blank Survey	0 0 %	2 0.1 %	2 0.1 %
Total	56 100 %	1892 100 %	1948 100 %

¹ Overall Satisfaction calculated using questions 2 through 7 and 10 through 14. Surveys with a mean score of 3.5 or higher were counted as "satisfied." Approximate return rate is based on count of survey forms submitted as ratio to the number of unique persons with billings in the Avatar system during the week of the survey. That percent can exceed 100 if clients were surveyed but did not generate a billing.

Satisfaction Survey



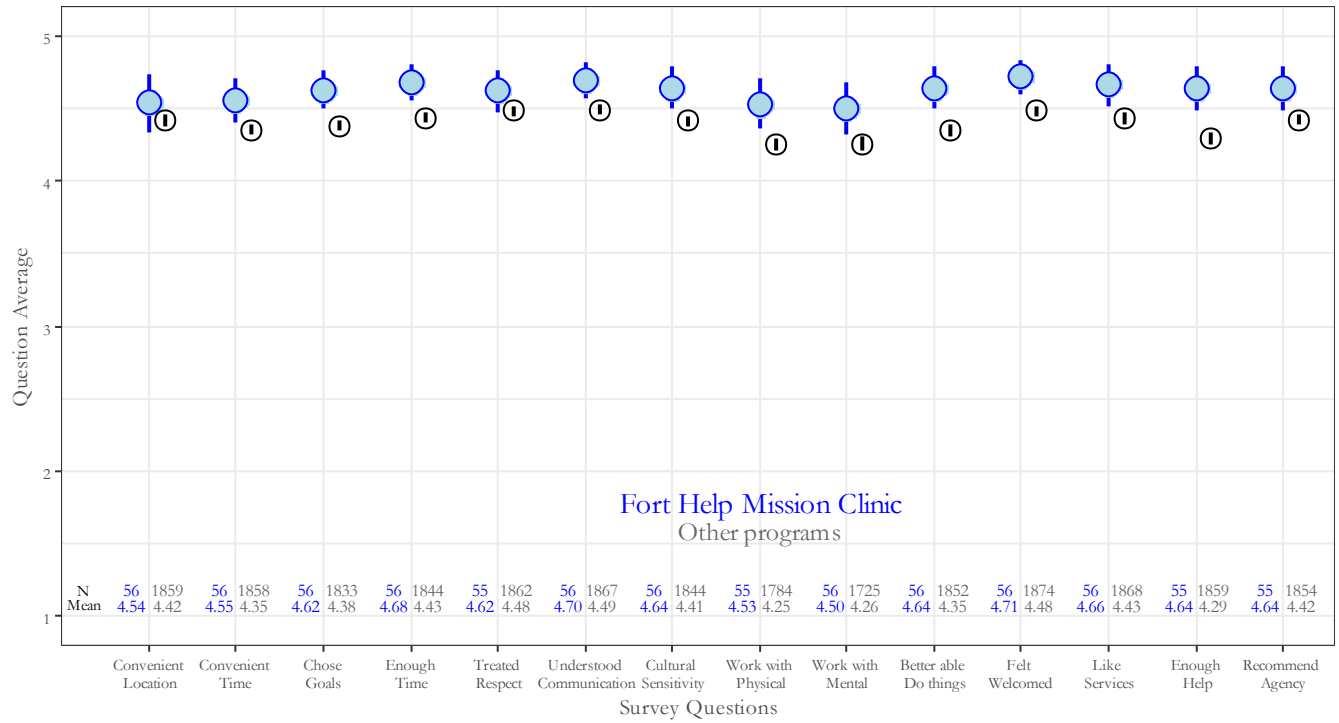
Satisfaction Survey

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A
1. The location was convenient (public transportation, distance, parking, etc)	1 1.8 %	0 0.0 %	2 3.6 %	18 32.1 %	35 62.5 %	0 0.0 %
2. Services were available when I needed them	0 0.0 %	0 0.0 %	2 3.6 %	21 37.5 %	33 58.9 %	0 0.0 %
3. I chose the treatment goals with my provider's help	0 0.0 %	0 0.0 %	0 0.0 %	21 37.5 %	35 62.5 %	0 0.0 %
4. Staff gave me enough time in my treatment sessions	0 0.0 %	0 0.0 %	0 0.0 %	18 32.1 %	38 67.9 %	0 0.0 %
5. Staff treated me with respect	0 0.0 %	0 0.0 %	1 1.8 %	19 34.5 %	35 63.6 %	0 0.0 %
6. Staff spoke to me in a way I understood	0 0.0 %	0 0.0 %	0 0.0 %	17 30.4 %	39 69.6 %	0 0.0 %
7. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	0 0.0 %	1 1.8 %	18 32.1 %	37 66.1 %	0 0.0 %
8. Staff here work with my physical health care providers to support my wellness	0 0.0 %	0 0.0 %	4 7.3 %	18 32.7 %	33 60.0 %	0 0.0 %
9. Staff here work with my mental health care providers to support my wellness	0 0.0 %	0 0.0 %	5 8.9 %	18 32.1 %	33 58.9 %	0 0.0 %
10. As direct result of the services I am receiving, I am better able to do things that I want to do	0 0.0 %	0 0.0 %	2 3.6 %	16 28.6 %	38 67.9 %	0 0.0 %
11. I felt welcomed here	0 0.0 %	0 0.0 %	0 0.0 %	16 28.6 %	40 71.4 %	0 0.0 %
12. I like the services offered here	0 0.0 %	0 0.0 %	2 3.6 %	15 26.8 %	39 69.6 %	0 0.0 %
13. I was able to get all the help/services that I needed	0 0.0 %	0 0.0 %	2 3.6 %	16 29.1 %	37 67.3 %	0 0.0 %
14. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	2 3.6 %	16 29.1 %	37 67.3 %	0 0.0 %

Satisfaction by Gender

Gender	Count	Satisfied	Percentage	Mean (1-5)
Female	22	22	100.00	4.69
Male	33	33	100.00	4.64
Decline/No answer	1	1	100.00	4.00

Satisfaction Survey - Item Means and 95% Confidence Intervals



Satisfaction by Ethnicity

Ethnicity	Count	Satisfied	Percentage	Mean (1-5)
American Indian/Alaskan Native	2	2	100.00	4.72
Black/African American	14	14	100.00	4.52
Latinx	3	3	100.00	4.42
Native Hawaiian/Pacific Islander	3	3	100.00	5.00
White/Caucasian	26	26	100.00	4.65
Multi-ethnic	3	3	100.00	4.79
Other	2	2	100.00	4.68
Unknown	3	3	100.00	4.85



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Treatment Perceptions Survey Report - Fall 2017

Friendship House - Residential

Program codes (RUs): 00102

Overall Satisfaction¹

100.0%

Survey Response Rate

100.0%

There were surveys returned for 7 clients.

The satisfaction score (items 2-7 and 10-14) for this program: **4.74** out of five,
Other programs: **4.41**.

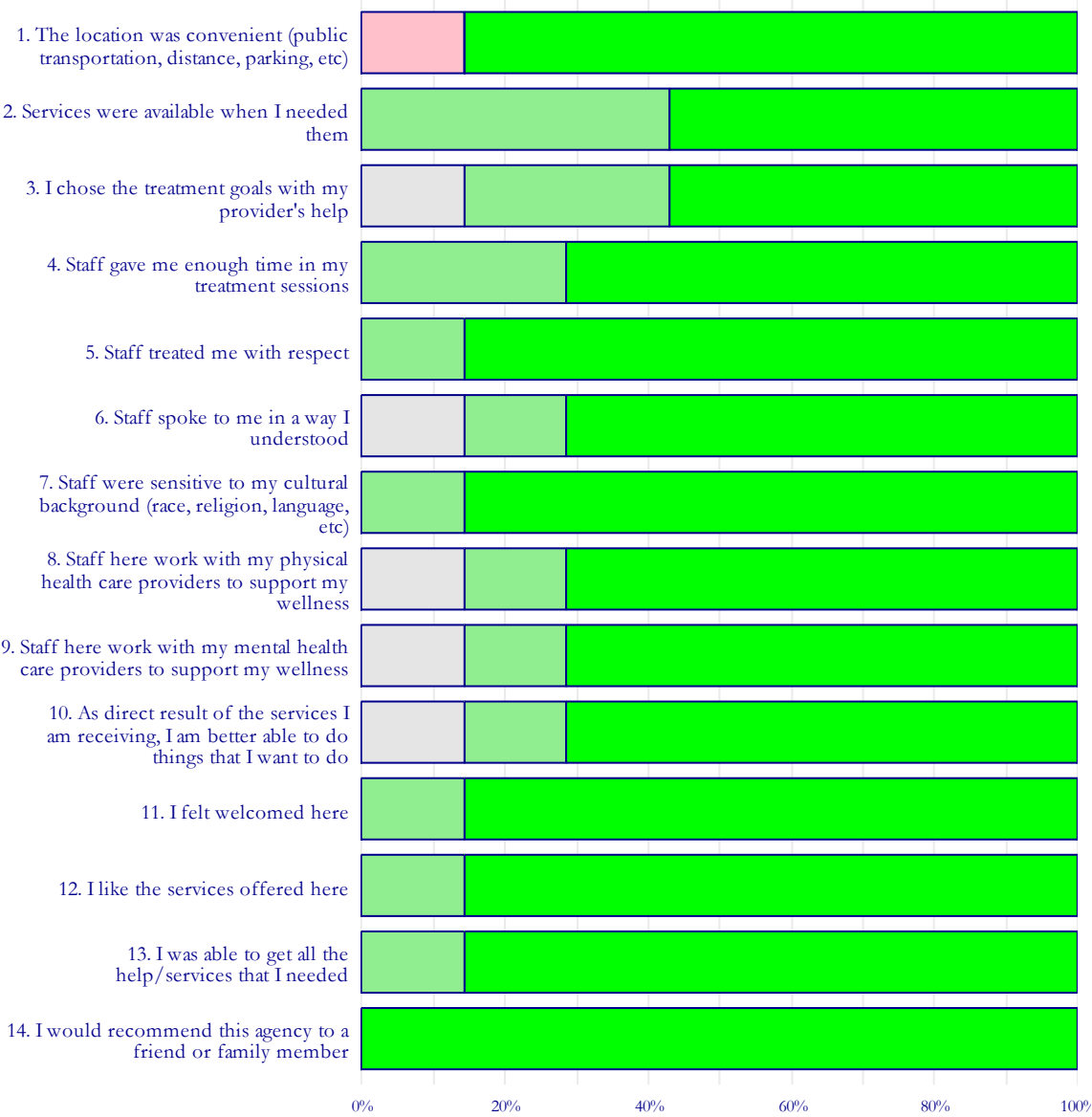
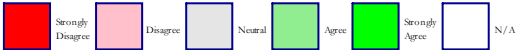
The average rating on all survey questions for Friendship House - Residential: **4.70**
Other programs: **4.39**.

Survey Compliance

Response	Friendship House - Residential	Other Programs	Total
Completed Survey	7 100 %	1939 99.9 %	1946 99.9 %
Blank Survey	0 0 %	2 0.1 %	2 0.1 %
Total	7 100 %	1941 100 %	1948 100 %

¹ Overall Satisfaction calculated using questions 2 through 7 and 10 through 14. Surveys with a mean score of 3.5 or higher were counted as "satisfied." Approximate return rate is based on count of survey forms submitted as ratio to the number of unique persons with billings in the Avatar system during the week of the survey. That percent can exceed 100 if clients were surveyed but did not generate a billing.

Satisfaction Survey



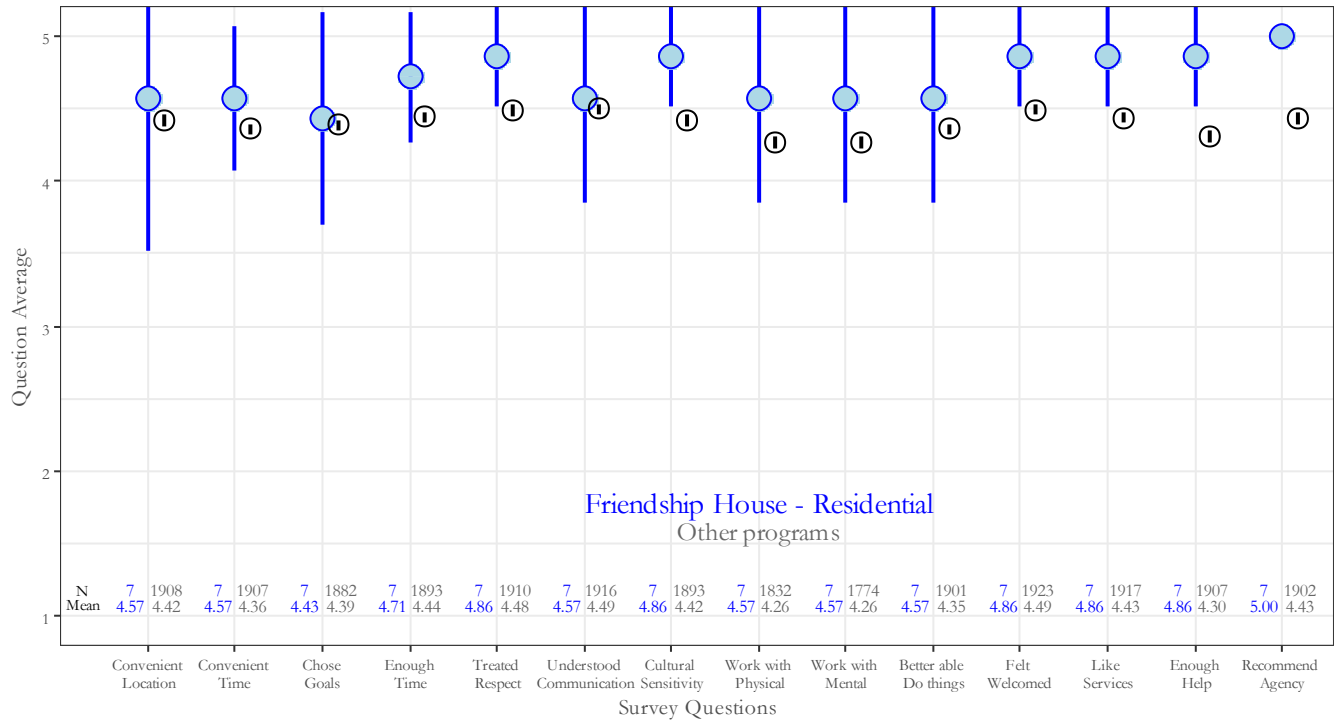
Satisfaction Survey

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A
1. The location was convenient (public transportation, distance, parking, etc)	0 0.0 %	1 14.3 %	0 0.0 %	0 0.0 %	6 85.7 %	0 0.0 %
2. Services were available when I needed them	0 0.0 %	0 0.0 %	0 0.0 %	3 42.9 %	4 57.1 %	0 0.0 %
3. I chose the treatment goals with my provider's help	0 0.0 %	0 0.0 %	1 14.3 %	2 28.6 %	4 57.1 %	0 0.0 %
4. Staff gave me enough time in my treatment sessions	0 0.0 %	0 0.0 %	0 0.0 %	2 28.6 %	5 71.4 %	0 0.0 %
5. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	1 14.3 %	6 85.7 %	0 0.0 %
6. Staff spoke to me in a way I understood	0 0.0 %	0 0.0 %	1 14.3 %	1 14.3 %	5 71.4 %	0 0.0 %
7. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	0 0.0 %	0 0.0 %	1 14.3 %	6 85.7 %	0 0.0 %
8. Staff here work with my physical health care providers to support my wellness	0 0.0 %	0 0.0 %	1 14.3 %	1 14.3 %	5 71.4 %	0 0.0 %
9. Staff here work with my mental health care providers to support my wellness	0 0.0 %	0 0.0 %	1 14.3 %	1 14.3 %	5 71.4 %	0 0.0 %
10. As direct result of the services I am receiving, I am better able to do things that I want to do	0 0.0 %	0 0.0 %	1 14.3 %	1 14.3 %	5 71.4 %	0 0.0 %
11. I felt welcomed here	0 0.0 %	0 0.0 %	0 0.0 %	1 14.3 %	6 85.7 %	0 0.0 %
12. I like the services offered here	0 0.0 %	0 0.0 %	0 0.0 %	1 14.3 %	6 85.7 %	0 0.0 %
13. I was able to get all the help/services that I needed	0 0.0 %	0 0.0 %	0 0.0 %	1 14.3 %	6 85.7 %	0 0.0 %
14. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	7 100.0 %	0 0.0 %

Satisfaction by Gender

Gender	Count	Satisfied	Percentage	Mean (1-5)
Female	4	4	100.00	4.84
Male	3	3	100.00	4.61

Satisfaction Survey - Item Means and 95% Confidence Intervals



Satisfaction by Ethnicity

Ethnicity	Count	Satisfied	Percentage	Mean (1-5)
American Indian/Alaskan Native	7	7	100.00	4.74



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Treatment Perceptions Survey Report - Fall 2017
HealthRIGHT 360 African American Healing
Program codes (RUs): 87301

Overall Satisfaction¹
100.0%

Survey Response Rate
100.0%

There were surveys returned for 10 clients.

The satisfaction score (items 2-7 and 10-14) for this program: **4.66** out of five,
Other programs: **4.41**.

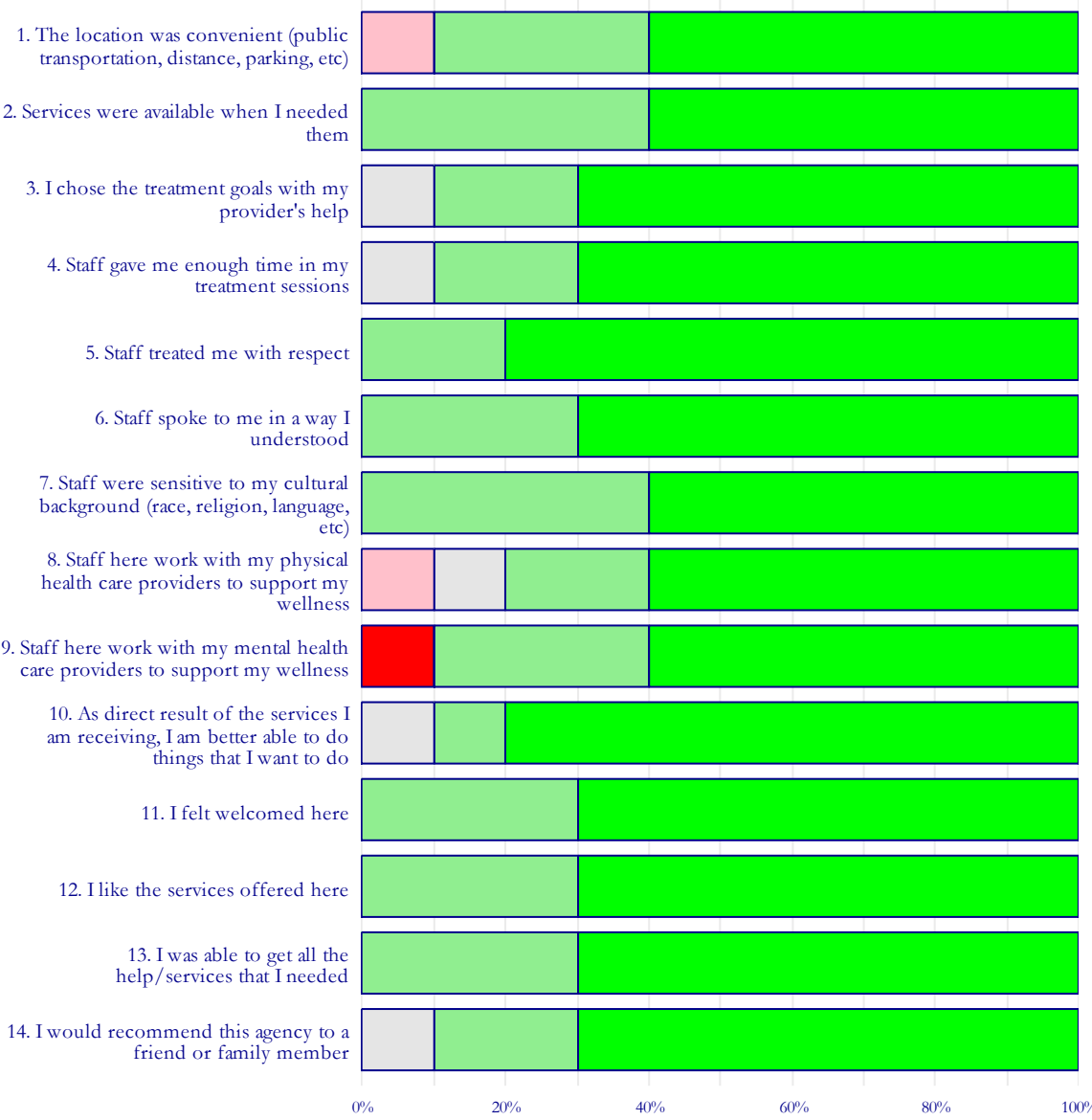
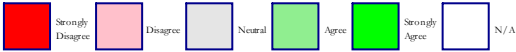
The average rating on all survey questions for HealthRIGHT 360 African American Healing:
4.59
Other programs: **4.39**.

Survey Compliance

Response	HealthRIGHT 360 African American Healing	Other Programs	Total
Completed Survey	10 100 %	1936 99.9 %	1946 99.9 %
Blank Survey	0 0 %	2 0.1 %	2 0.1 %
Total	10 100 %	1938 100 %	1948 100 %

¹ Overall Satisfaction calculated using questions 2 through 7 and 10 through 14. Surveys with a mean score of 3.5 or higher were counted as "satisfied." Approximate return rate is based on count of survey forms submitted as ratio to the number of unique persons with billings in the Avatar system during the week of the survey. That percent can exceed 100 if clients were surveyed but did not generate a billing.

Satisfaction Survey



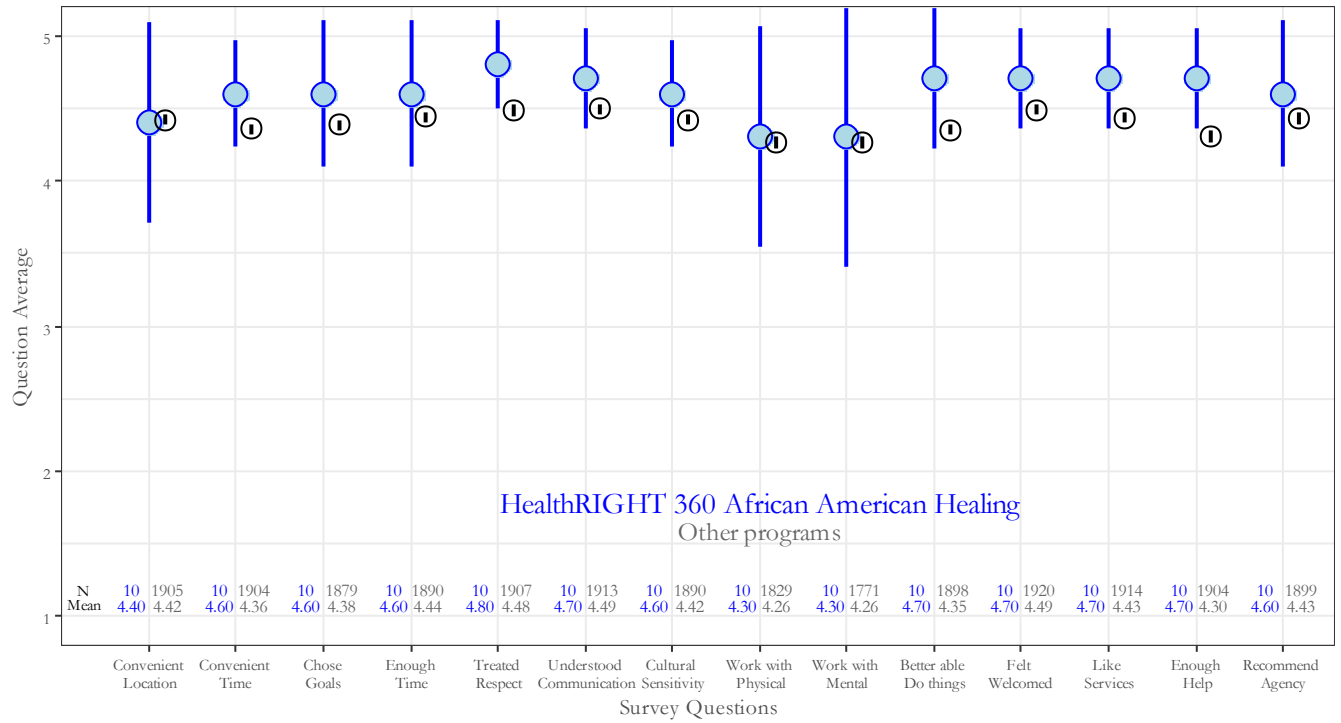
Satisfaction Survey

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A
1. The location was convenient (public transportation, distance, parking, etc)	0 0.0 %	1 10.0 %	0 0.0 %	3 30.0 %	6 60.0 %	0 0.0 %
2. Services were available when I needed them	0 0.0 %	0 0.0 %	0 0.0 %	4 40.0 %	6 60.0 %	0 0.0 %
3. I chose the treatment goals with my provider's help	0 0.0 %	0 0.0 %	1 10.0 %	2 20.0 %	7 70.0 %	0 0.0 %
4. Staff gave me enough time in my treatment sessions	0 0.0 %	0 0.0 %	1 10.0 %	2 20.0 %	7 70.0 %	0 0.0 %
5. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	2 20.0 %	8 80.0 %	0 0.0 %
6. Staff spoke to me in a way I understood	0 0.0 %	0 0.0 %	0 0.0 %	3 30.0 %	7 70.0 %	0 0.0 %
7. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	0 0.0 %	0 0.0 %	4 40.0 %	6 60.0 %	0 0.0 %
8. Staff here work with my physical health care providers to support my wellness	0 0.0 %	1 10.0 %	1 10.0 %	2 20.0 %	6 60.0 %	0 0.0 %
9. Staff here work with my mental health care providers to support my wellness	1 10.0 %	0 0.0 %	0 0.0 %	3 30.0 %	6 60.0 %	0 0.0 %
10. As direct result of the services I am receiving, I am better able to do things that I want to do	0 0.0 %	0 0.0 %	1 10.0 %	1 10.0 %	8 80.0 %	0 0.0 %
11. I felt welcomed here	0 0.0 %	0 0.0 %	0 0.0 %	3 30.0 %	7 70.0 %	0 0.0 %
12. I like the services offered here	0 0.0 %	0 0.0 %	0 0.0 %	3 30.0 %	7 70.0 %	0 0.0 %
13. I was able to get all the help/services that I needed	0 0.0 %	0 0.0 %	0 0.0 %	3 30.0 %	7 70.0 %	0 0.0 %
14. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	1 10.0 %	2 20.0 %	7 70.0 %	0 0.0 %

Satisfaction by Gender

Gender	Count	Satisfied	Percentage	Mean (1-5)
Female	5	5	100.00	4.42
Male	5	5	100.00	4.91

Satisfaction Survey - Item Means and 95% Confidence Intervals



Satisfaction by Ethnicity

Ethnicity	Count	Satisfied	Percentage	Mean (1-5)
American Indian/Alaskan Native	1	1	100.00	4.64
Black/African American	2	2	100.00	4.82
Latinx	3	3	100.00	4.97
White/Caucasian	1	1	100.00	5.00
Multi-ethnic	1	1	100.00	3.91
Other	2	2	100.00	4.27



San Francisco
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SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Treatment Perceptions Survey Report - Fall 2017
HealthRIGHT 360 Bridges CSM OP
Program codes (RUs): 85351

Overall Satisfaction¹
100.0%

Survey Response Rate
137.5%

There were surveys returned for 22 clients.

The satisfaction score (items 2-7 and 10-14) for this program: **4.66** out of five,
Other programs: **4.41**.

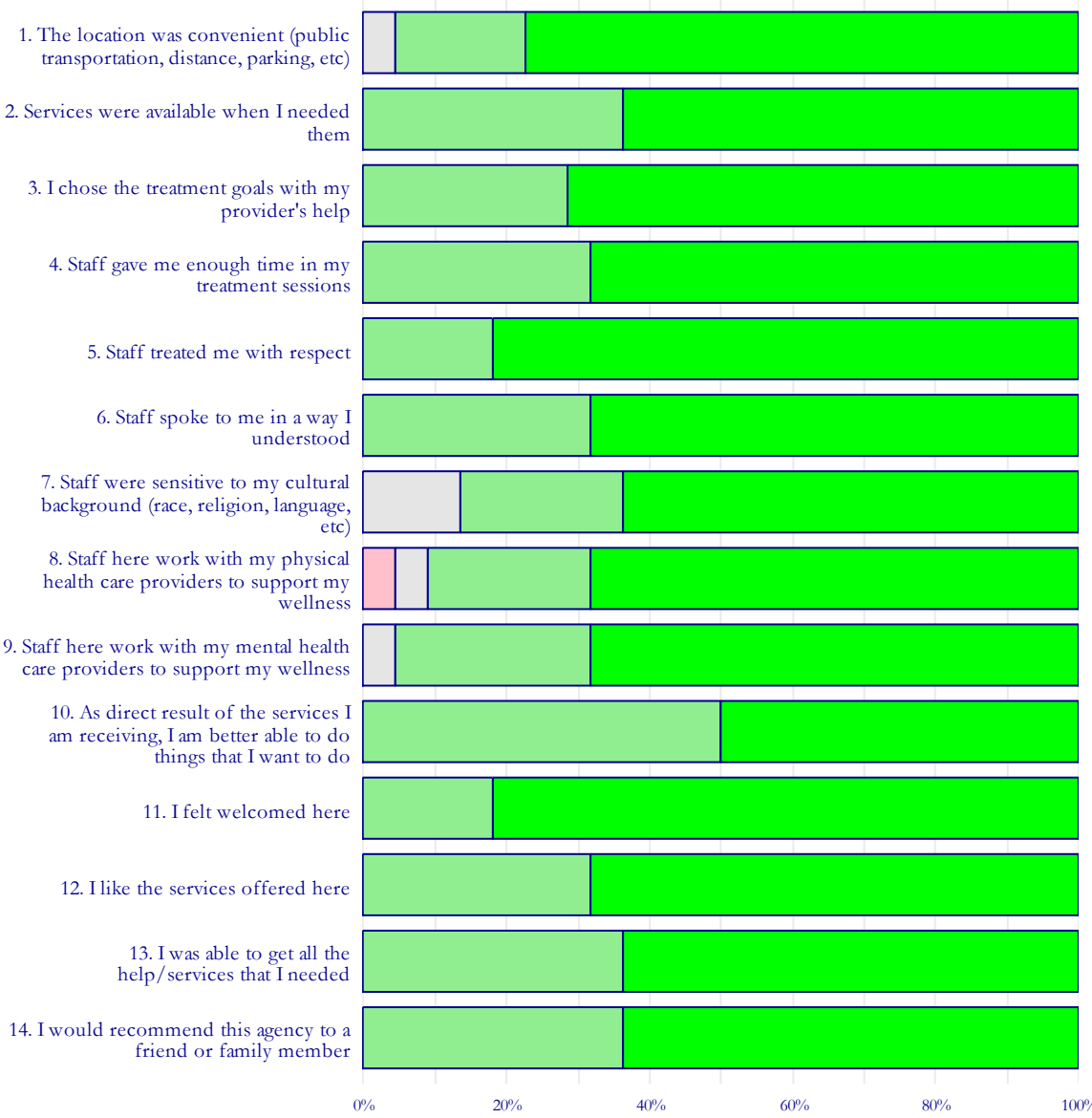
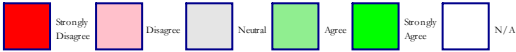
The average rating on all survey questions for HealthRIGHT 360 Bridges CSM OP: **4.66**
Other programs: **4.39**.

Survey Compliance

Response	HealthRIGHT 360 Bridges CSM OP	Other Programs	Total
Completed Survey	22 100 %	1924 99.9 %	1946 99.9 %
Blank Survey	0 0 %	2 0.1 %	2 0.1 %
Total	22 100 %	1926 100 %	1948 100 %

¹ Overall Satisfaction calculated using questions 2 through 7 and 10 through 14. Surveys with a mean score of 3.5 or higher were counted as "satisfied." Approximate return rate is based on count of survey forms submitted as ratio to the number of unique persons with billings in the Avatar system during the week of the survey. That percent can exceed 100 if clients were surveyed but did not generate a billing.

Satisfaction Survey



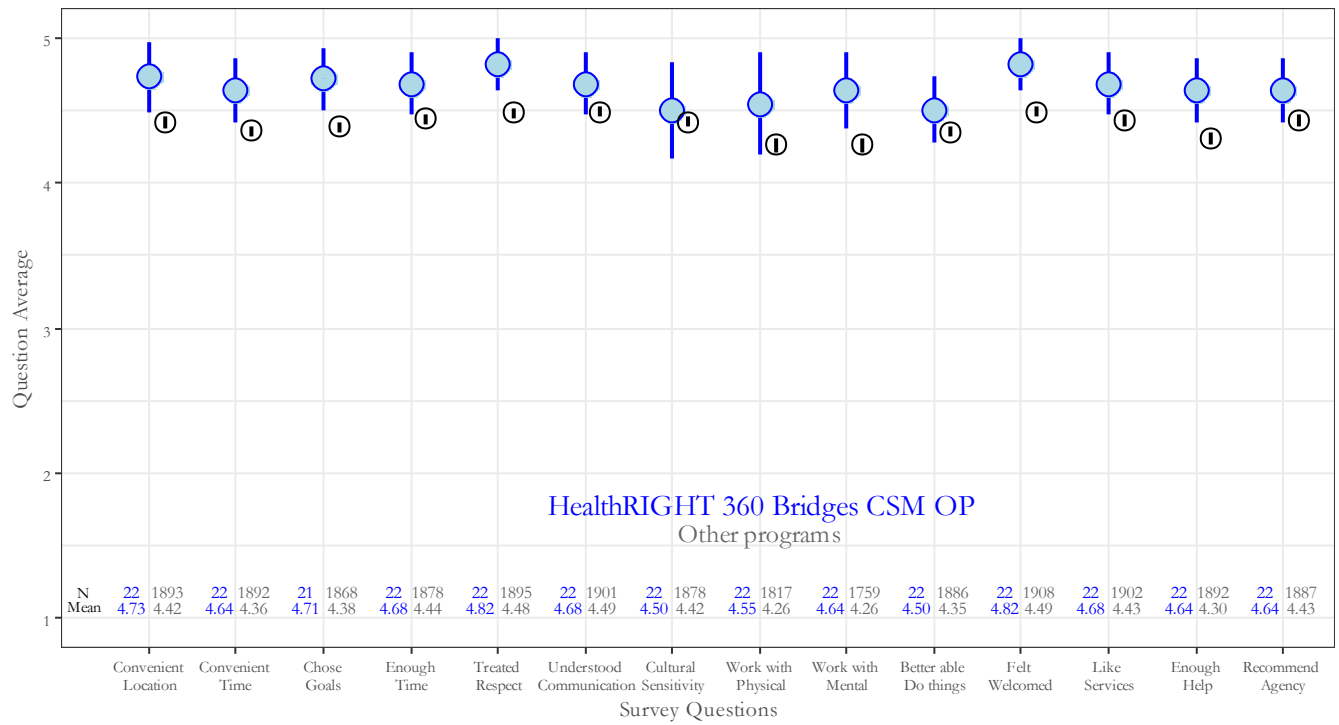
Satisfaction Survey

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A
1. The location was convenient (public transportation, distance, parking, etc)	0 0.0 %	0 0.0 %	1 4.5 %	4 18.2 %	17 77.3 %	0 0.0 %
2. Services were available when I needed them	0 0.0 %	0 0.0 %	0 0.0 %	8 36.4 %	14 63.6 %	0 0.0 %
3. I chose the treatment goals with my provider's help	0 0.0 %	0 0.0 %	0 0.0 %	6 28.6 %	15 71.4 %	0 0.0 %
4. Staff gave me enough time in my treatment sessions	0 0.0 %	0 0.0 %	0 0.0 %	7 31.8 %	15 68.2 %	0 0.0 %
5. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	4 18.2 %	18 81.8 %	0 0.0 %
6. Staff spoke to me in a way I understood	0 0.0 %	0 0.0 %	0 0.0 %	7 31.8 %	15 68.2 %	0 0.0 %
7. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	0 0.0 %	3 13.6 %	5 22.7 %	14 63.6 %	0 0.0 %
8. Staff here work with my physical health care providers to support my wellness	0 0.0 %	1 4.5 %	1 4.5 %	5 22.7 %	15 68.2 %	0 0.0 %
9. Staff here work with my mental health care providers to support my wellness	0 0.0 %	0 0.0 %	1 4.5 %	6 27.3 %	15 68.2 %	0 0.0 %
10. As direct result of the services I am receiving, I am better able to do things that I want to do	0 0.0 %	0 0.0 %	0 0.0 %	11 50.0 %	11 50.0 %	0 0.0 %
11. I felt welcomed here	0 0.0 %	0 0.0 %	0 0.0 %	4 18.2 %	18 81.8 %	0 0.0 %
12. I like the services offered here	0 0.0 %	0 0.0 %	0 0.0 %	7 31.8 %	15 68.2 %	0 0.0 %
13. I was able to get all the help/services that I needed	0 0.0 %	0 0.0 %	0 0.0 %	8 36.4 %	14 63.6 %	0 0.0 %
14. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	0 0.0 %	8 36.4 %	14 63.6 %	0 0.0 %

Satisfaction by Gender

Gender	Count	Satisfied	Percentage	Mean (1-5)
Female	1	1	100.00	4.09
Male	20	20	100.00	4.72
Decline/No answer	1	1	100.00	4.00

Satisfaction Survey - Item Means and 95% Confidence Intervals



Satisfaction by Ethnicity

Ethnicity	Count	Satisfied	Percentage	Mean (1-5)
Black/African American	10	10	100.00	4.71
Native Hawaiian/Pacific Islander	1	1	100.00	4.00
White/Caucasian	7	7	100.00	4.62
Multi-ethnic	1	1	100.00	5.00
Other	2	2	100.00	4.55
Unknown	1	1	100.00	5.00



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Treatment Perceptions Survey Report - Fall 2017
HealthRIGHT 360 Detox Center Buena Vista
Program codes (RUs): 88062

Overall Satisfaction¹
100.0%

Survey Response Rate
10.7%

There were surveys returned for 3 clients.

The satisfaction score (items 2-7 and 10-14) for this program: **4.58** out of five,
Other programs: **4.41**.

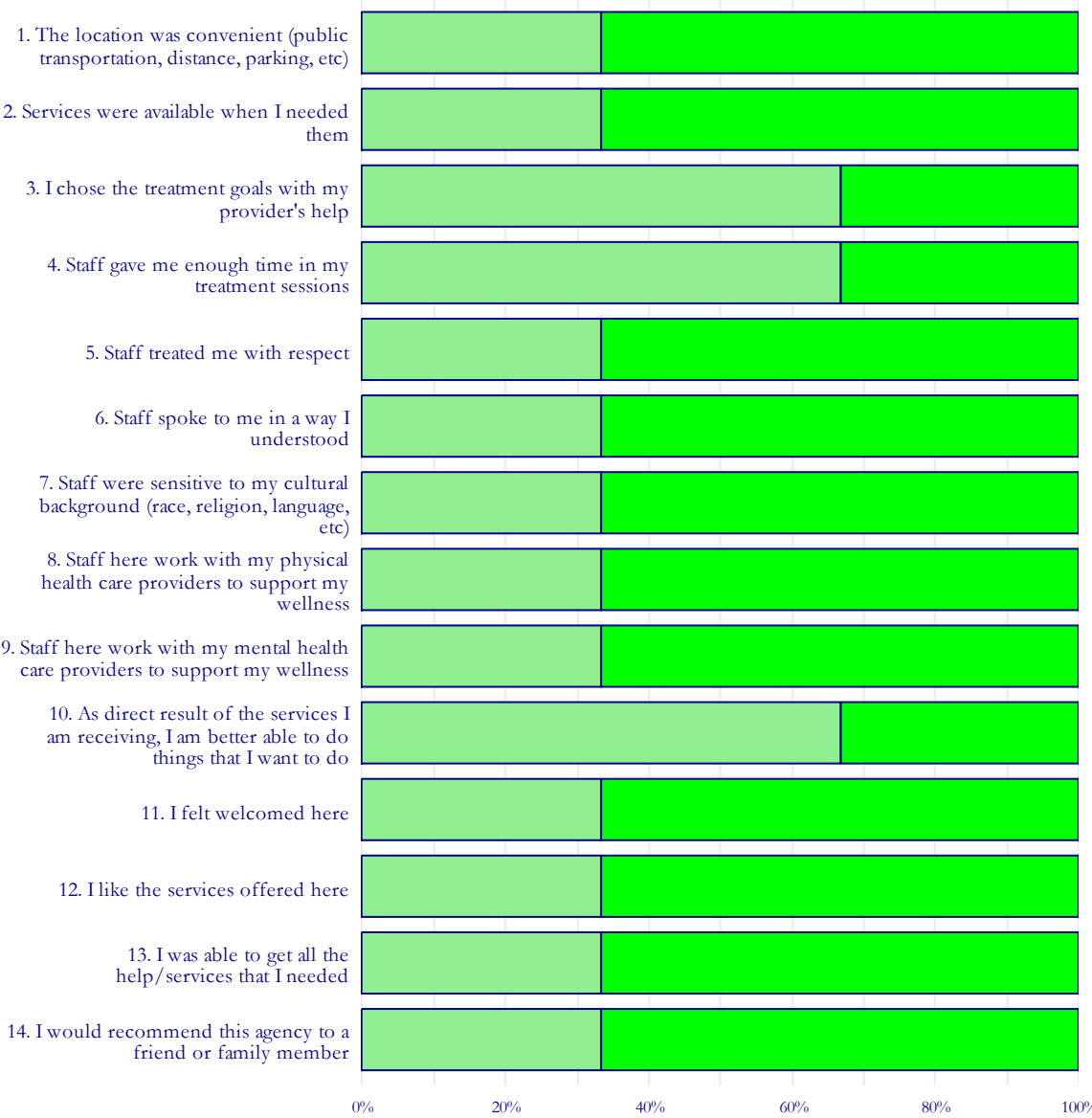
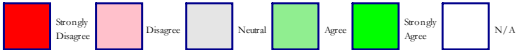
The average rating on all survey questions for HealthRIGHT 360 Detox Center Buena Vista:
4.60
Other programs: **4.39**.

Survey Compliance

Response	HealthRIGHT 360 Detox Center Buena Vista	Other Programs	Total
Completed Survey	3 100 %	1943 99.9 %	1946 99.9 %
Blank Survey	0 0 %	2 0.1 %	2 0.1 %
Total	3 100 %	1945 100 %	1948 100 %

¹ Overall Satisfaction calculated using questions 2 through 7 and 10 through 14. Surveys with a mean score of 3.5 or higher were counted as "satisfied." Approximate return rate is based on count of survey forms submitted as ratio to the number of unique persons with billings in the Avatar system during the week of the survey. That percent can exceed 100 if clients were surveyed but did not generate a billing.

Satisfaction Survey



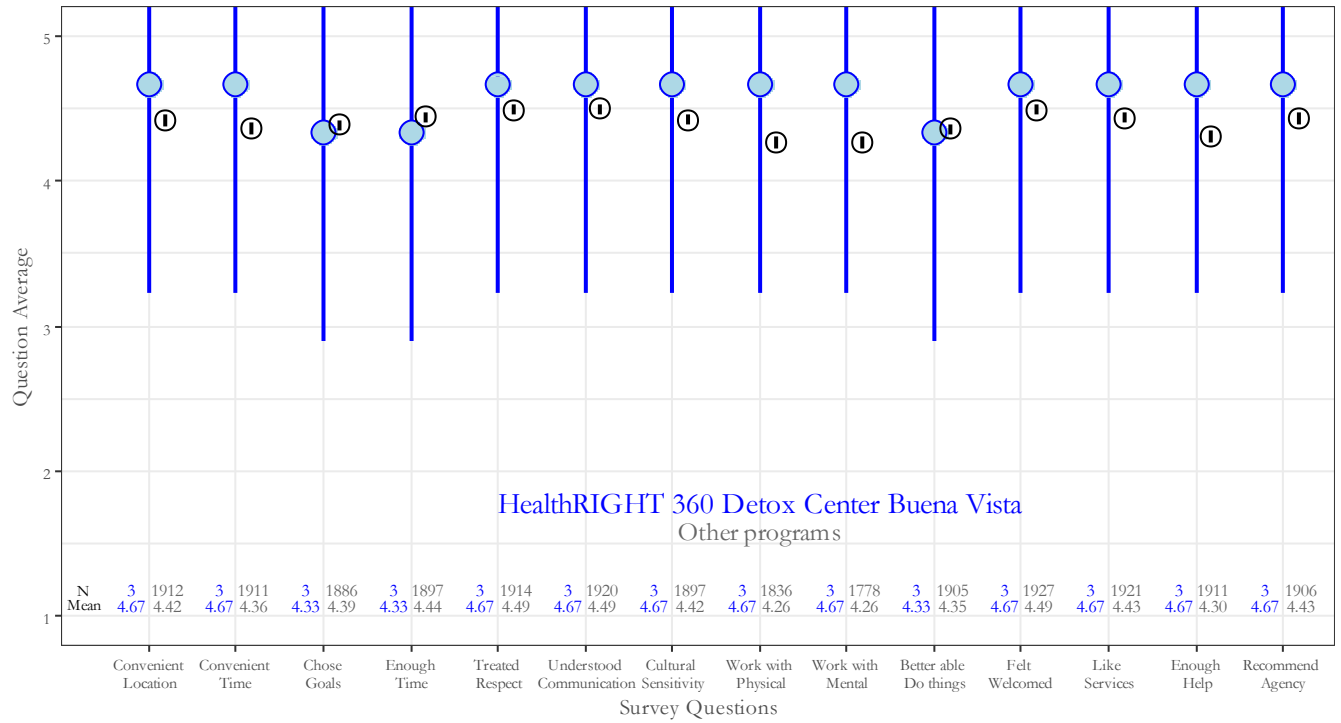
Satisfaction Survey

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A
1. The location was convenient (public transportation, distance, parking, etc)	0 0.0 %	0 0.0 %	0 0.0 %	1 33.3 %	2 66.7 %	0 0.0 %
2. Services were available when I needed them	0 0.0 %	0 0.0 %	0 0.0 %	1 33.3 %	2 66.7 %	0 0.0 %
3. I chose the treatment goals with my provider's help	0 0.0 %	0 0.0 %	0 0.0 %	2 66.7 %	1 33.3 %	0 0.0 %
4. Staff gave me enough time in my treatment sessions	0 0.0 %	0 0.0 %	0 0.0 %	2 66.7 %	1 33.3 %	0 0.0 %
5. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	1 33.3 %	2 66.7 %	0 0.0 %
6. Staff spoke to me in a way I understood	0 0.0 %	0 0.0 %	0 0.0 %	1 33.3 %	2 66.7 %	0 0.0 %
7. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	0 0.0 %	0 0.0 %	1 33.3 %	2 66.7 %	0 0.0 %
8. Staff here work with my physical health care providers to support my wellness	0 0.0 %	0 0.0 %	0 0.0 %	1 33.3 %	2 66.7 %	0 0.0 %
9. Staff here work with my mental health care providers to support my wellness	0 0.0 %	0 0.0 %	0 0.0 %	1 33.3 %	2 66.7 %	0 0.0 %
10. As direct result of the services I am receiving, I am better able to do things that I want to do	0 0.0 %	0 0.0 %	0 0.0 %	2 66.7 %	1 33.3 %	0 0.0 %
11. I felt welcomed here	0 0.0 %	0 0.0 %	0 0.0 %	1 33.3 %	2 66.7 %	0 0.0 %
12. I like the services offered here	0 0.0 %	0 0.0 %	0 0.0 %	1 33.3 %	2 66.7 %	0 0.0 %
13. I was able to get all the help/services that I needed	0 0.0 %	0 0.0 %	0 0.0 %	1 33.3 %	2 66.7 %	0 0.0 %
14. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	0 0.0 %	1 33.3 %	2 66.7 %	0 0.0 %

Satisfaction by Gender

Gender	Count	Satisfied	Percentage	Mean (1-5)
Female	2	2	100.00	4.86
Male	1	1	100.00	4.00

Satisfaction Survey - Item Means and 95% Confidence Intervals



Satisfaction by Ethnicity

Ethnicity	Count	Satisfied	Percentage	Mean (1-5)
Black/African American	1	1	100.00	4.00
White/Caucasian	1	1	100.00	4.73
Other	1	1	100.00	5.00



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Treatment Perceptions Survey Report - Fall 2017
HealthRIGHT 360 Dual Recovery Program
Program codes (RUs): 38062 3806SR-RES 3806WT-RES

Overall Satisfaction¹
94.4%

Survey Response Rate
91.5%

There were surveys returned for 54 clients.

The satisfaction score (items 2-7 and 10-14) for this program: **4.41** out of five,
Other programs: **4.41**.

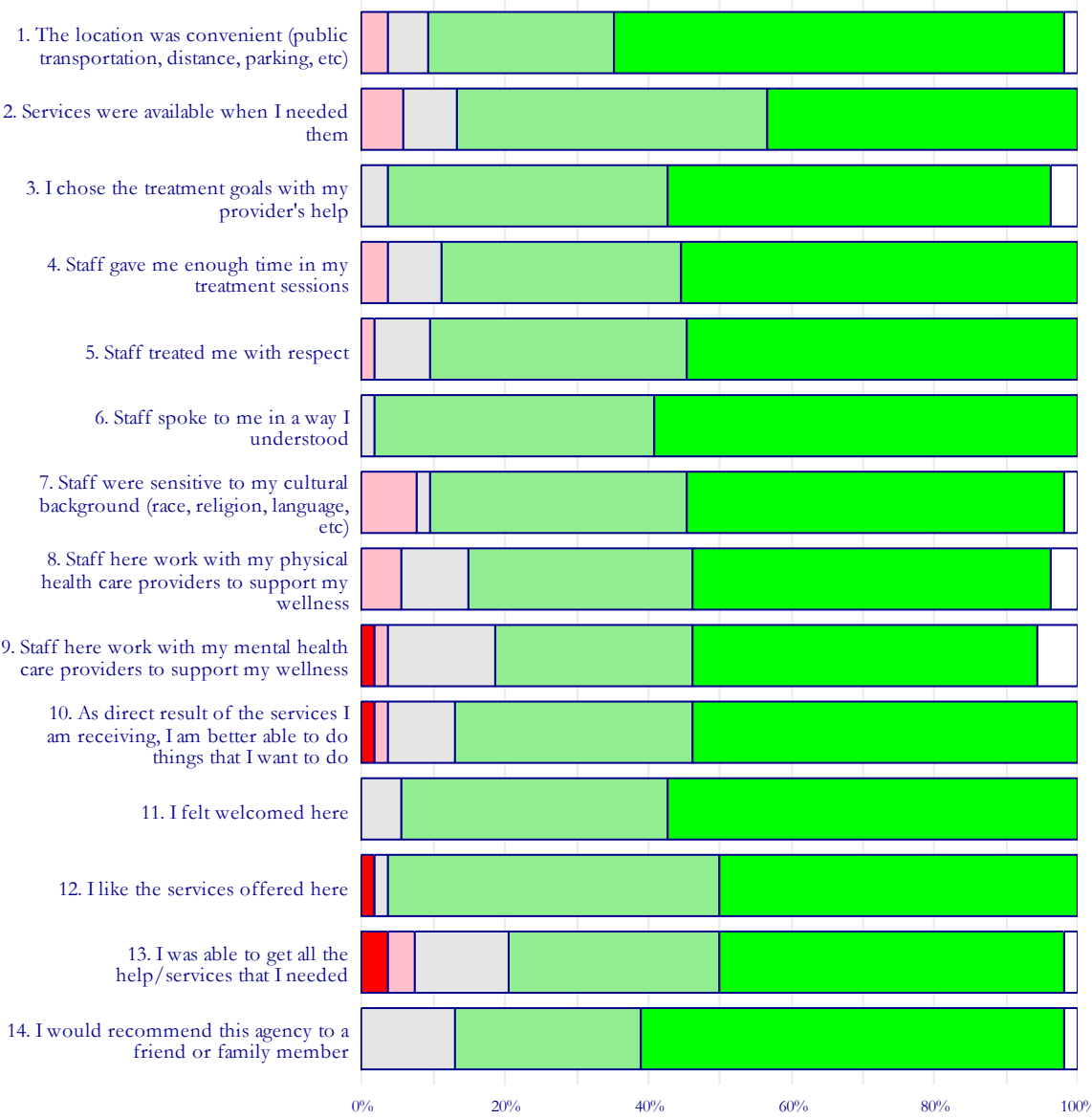
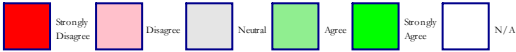
The average rating on all survey questions for HealthRIGHT 360 Dual Recovery Program: **4.40**
Other programs: **4.39**.

Survey Compliance

Response	HealthRIGHT 360 Dual Recovery Program	Other Programs	Total
Completed Survey	54 100 %	1892 99.9 %	1946 99.9 %
Blank Survey	0 0 %	2 0.1 %	2 0.1 %
Total	54 100 %	1894 100 %	1948 100 %

¹ Overall Satisfaction calculated using questions 2 through 7 and 10 through 14. Surveys with a mean score of 3.5 or higher were counted as "satisfied." Approximate return rate is based on count of survey forms submitted as ratio to the number of unique persons with billings in the Avatar system during the week of the survey. That percent can exceed 100 if clients were surveyed but did not generate a billing.

Satisfaction Survey



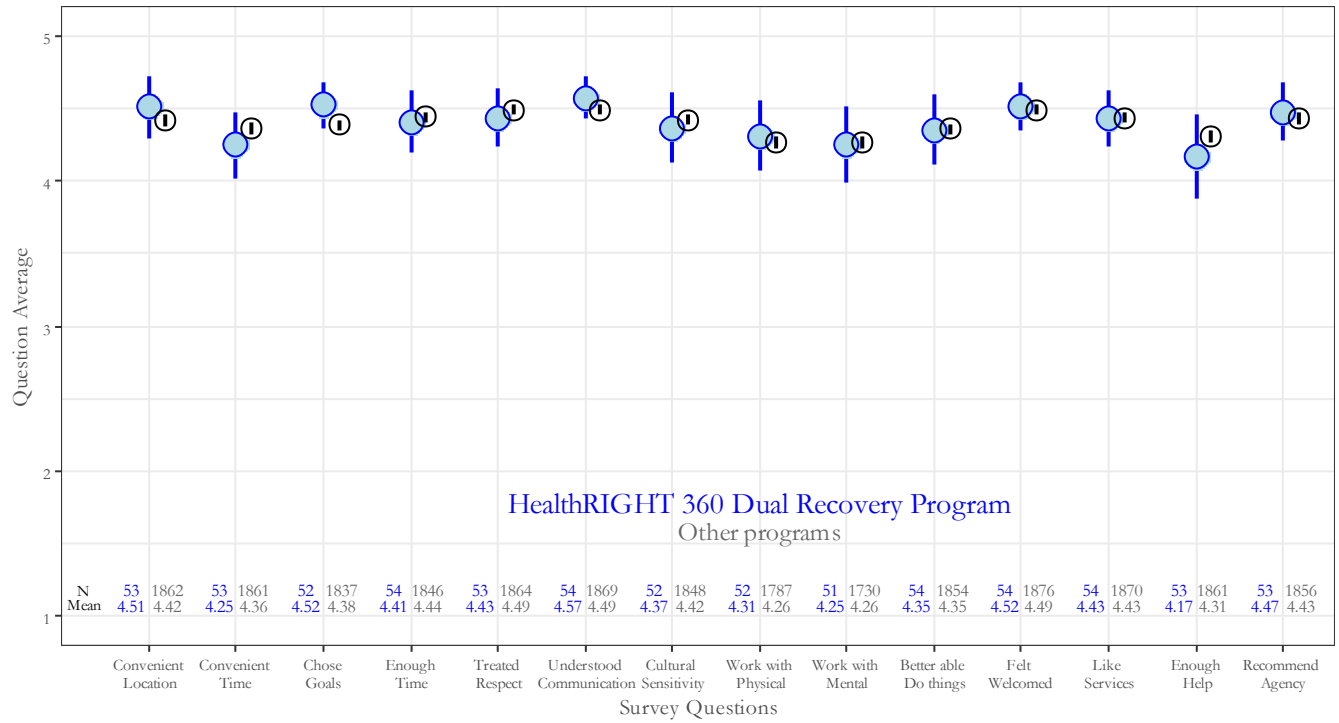
Satisfaction Survey

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A
1. The location was convenient (public transportation, distance, parking, etc)	0 0.0 %	2 3.7 %	3 5.6 %	14 25.9 %	34 63.0 %	1 1.8 %
2. Services were available when I needed them	0 0.0 %	3 5.7 %	4 7.5 %	23 43.4 %	23 43.4 %	0 0.0 %
3. I chose the treatment goals with my provider's help	0 0.0 %	0 0.0 %	2 3.7 %	21 38.9 %	29 53.7 %	2 3.7 %
4. Staff gave me enough time in my treatment sessions	0 0.0 %	2 3.7 %	4 7.4 %	18 33.3 %	30 55.6 %	0 0.0 %
5. Staff treated me with respect	0 0.0 %	1 1.9 %	4 7.5 %	19 35.9 %	29 54.7 %	0 0.0 %
6. Staff spoke to me in a way I understood	0 0.0 %	0 0.0 %	1 1.8 %	21 38.9 %	32 59.3 %	0 0.0 %
7. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	4 7.5 %	1 1.9 %	19 35.9 %	28 52.8 %	1 1.9 %
8. Staff here work with my physical health care providers to support my wellness	0 0.0 %	3 5.6 %	5 9.3 %	17 31.5 %	27 50.0 %	2 3.7 %
9. Staff here work with my mental health care providers to support my wellness	1 1.8 %	1 1.8 %	8 14.8 %	15 27.8 %	26 48.1 %	3 5.6 %
10. As direct result of the services I am receiving, I am better able to do things that I want to do	1 1.8 %	1 1.8 %	5 9.3 %	18 33.3 %	29 53.7 %	0 0.0 %
11. I felt welcomed here	0 0.0 %	0 0.0 %	3 5.6 %	20 37.0 %	31 57.4 %	0 0.0 %
12. I like the services offered here	1 1.8 %	0 0.0 %	1 1.8 %	25 46.3 %	27 50.0 %	0 0.0 %
13. I was able to get all the help/services that I needed	2 3.7 %	2 3.7 %	7 13.0 %	16 29.6 %	26 48.1 %	1 1.8 %
14. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	7 13.0 %	14 25.9 %	32 59.3 %	1 1.8 %

Satisfaction by Gender

Gender	Count	Satisfied	Percentage	Mean (1-5)
Female	10	10	100.00	4.73
Male	40	37	92.50	4.34
Transgender	1	1	100.00	3.82
Decline/No answer	1	1	100.00	4.64
Other	2	2	100.00	4.36

Satisfaction Survey - Item Means and 95% Confidence Intervals



Satisfaction by Ethnicity

Ethnicity	Count	Satisfied	Percentage	Mean (1-5)
American Indian/Alaskan Native	1	1	100.00	3.73
Black/African American	15	14	93.33	4.52
Latinx	7	7	100.00	4.48
White/Caucasian	19	18	94.74	4.37
Multi-ethnic	6	6	100.00	4.31
Other	5	4	80.00	4.33
Unknown	1	1	100.00	4.64



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Treatment Perceptions Survey Report - Fall 2017
HealthRIGHT 360 Family STRENGTH OP

Program codes (RUs): 38731

Overall Satisfaction¹
100.0%

Survey Response Rate
122.2%

There were surveys returned for 11 clients.

The satisfaction score (items 2-7 and 10-14) for this program: **4.67** out of five,
Other programs: **4.41**.

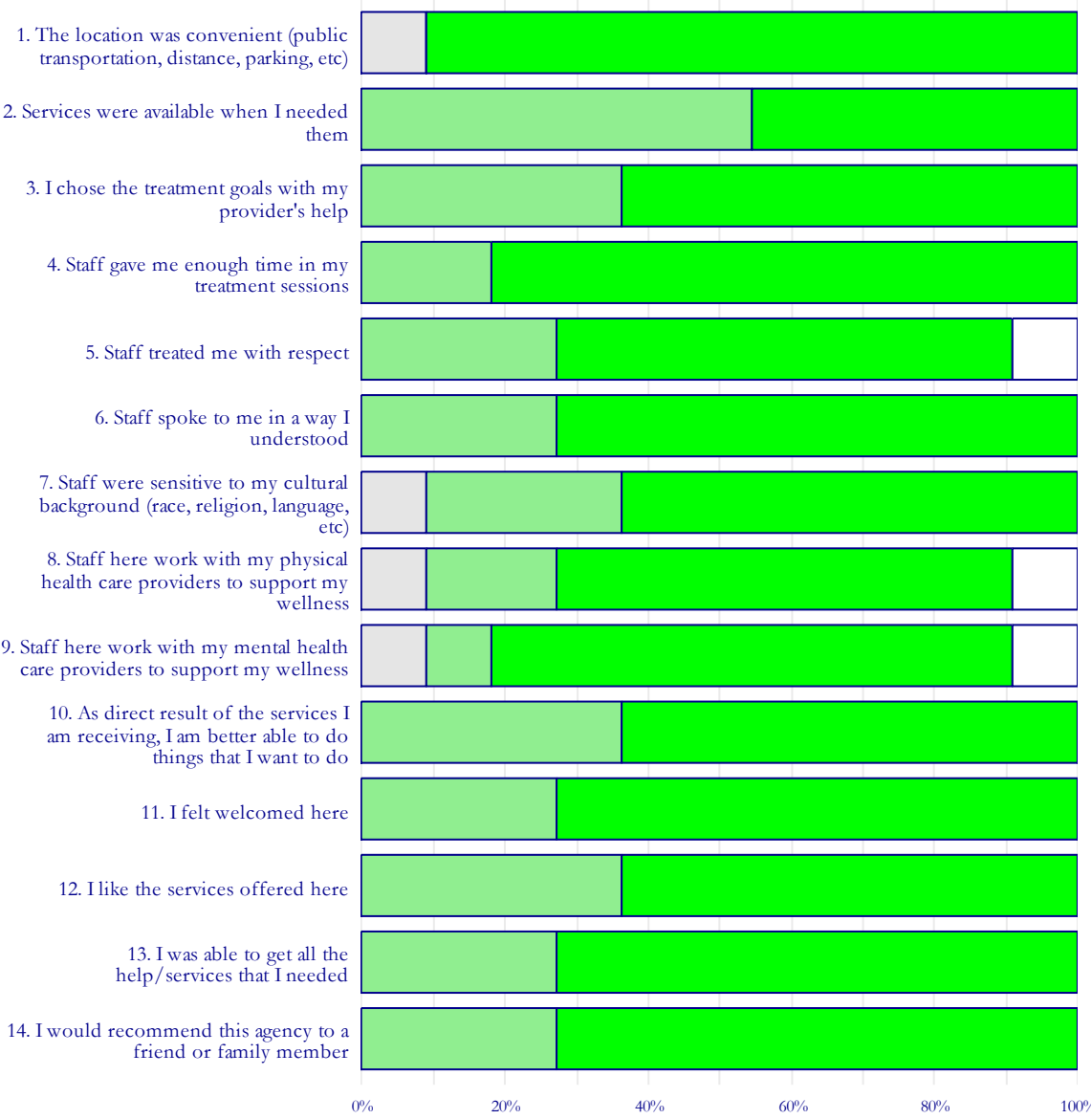
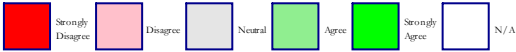
The average rating on all survey questions for HealthRIGHT 360 Family STRENGTH OP: **4.68**
Other programs: **4.39**.

Survey Compliance

Response	HealthRIGHT 360 Family STRENGTH OP	Other Programs	Total
Completed Survey	11 100 %	1935 99.9 %	1946 99.9 %
Blank Survey	0 0 %	2 0.1 %	2 0.1 %
Total	11 100 %	1937 100 %	1948 100 %

¹ Overall Satisfaction calculated using questions 2 through 7 and 10 through 14. Surveys with a mean score of 3.5 or higher were counted as "satisfied." Approximate return rate is based on count of survey forms submitted as ratio to the number of unique persons with billings in the Avatar system during the week of the survey. That percent can exceed 100 if clients were surveyed but did not generate a billing.

Satisfaction Survey



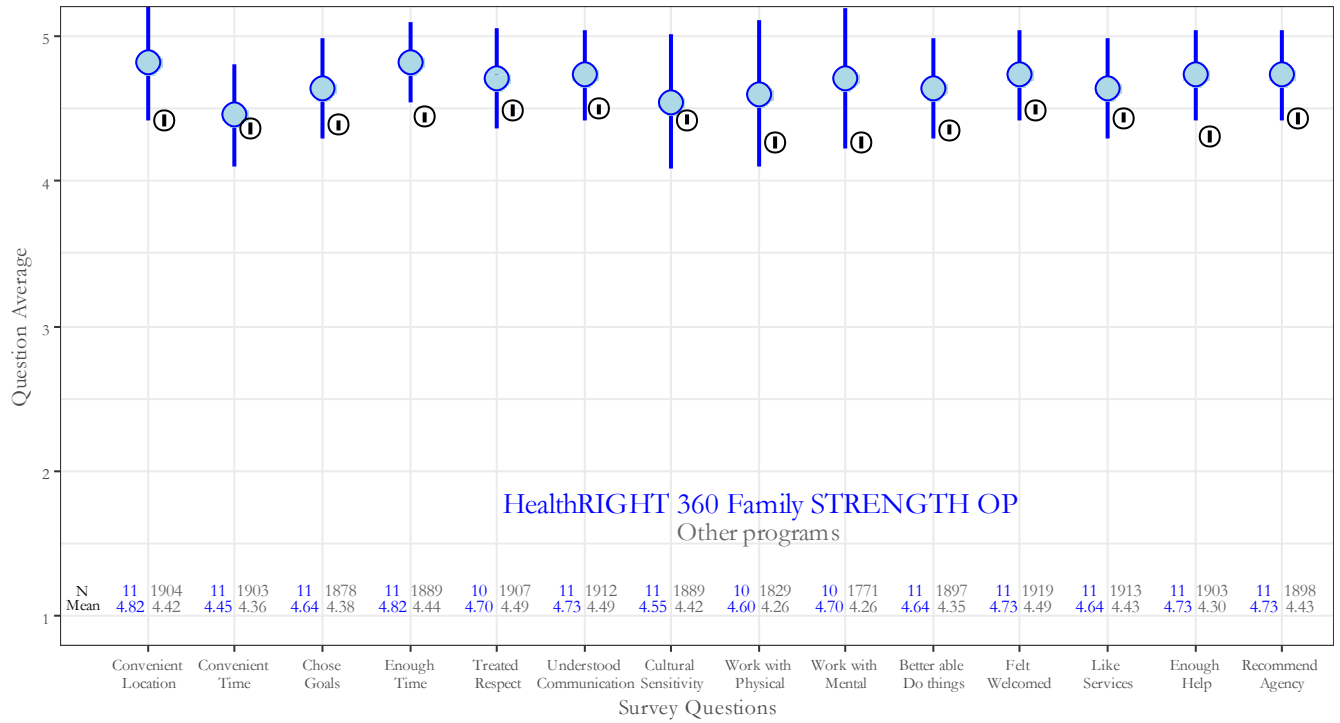
Satisfaction Survey

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A
1. The location was convenient (public transportation, distance, parking, etc)	0 0.0 %	0 0.0 %	1 9.1 %	0 0.0 %	10 90.9 %	0 0.0 %
2. Services were available when I needed them	0 0.0 %	0 0.0 %	0 0.0 %	6 54.5 %	5 45.5 %	0 0.0 %
3. I chose the treatment goals with my provider's help	0 0.0 %	0 0.0 %	0 0.0 %	4 36.4 %	7 63.6 %	0 0.0 %
4. Staff gave me enough time in my treatment sessions	0 0.0 %	0 0.0 %	0 0.0 %	2 18.2 %	9 81.8 %	0 0.0 %
5. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	3 27.3 %	7 63.6 %	1 9.1 %
6. Staff spoke to me in a way I understood	0 0.0 %	0 0.0 %	0 0.0 %	3 27.3 %	8 72.7 %	0 0.0 %
7. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	0 0.0 %	1 9.1 %	3 27.3 %	7 63.6 %	0 0.0 %
8. Staff here work with my physical health care providers to support my wellness	0 0.0 %	0 0.0 %	1 9.1 %	2 18.2 %	7 63.6 %	1 9.1 %
9. Staff here work with my mental health care providers to support my wellness	0 0.0 %	0 0.0 %	1 9.1 %	1 9.1 %	8 72.7 %	1 9.1 %
10. As direct result of the services I am receiving, I am better able to do things that I want to do	0 0.0 %	0 0.0 %	0 0.0 %	4 36.4 %	7 63.6 %	0 0.0 %
11. I felt welcomed here	0 0.0 %	0 0.0 %	0 0.0 %	3 27.3 %	8 72.7 %	0 0.0 %
12. I like the services offered here	0 0.0 %	0 0.0 %	0 0.0 %	4 36.4 %	7 63.6 %	0 0.0 %
13. I was able to get all the help/services that I needed	0 0.0 %	0 0.0 %	0 0.0 %	3 27.3 %	8 72.7 %	0 0.0 %
14. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	0 0.0 %	3 27.3 %	8 72.7 %	0 0.0 %

Satisfaction by Gender

Gender	Count	Satisfied	Percentage	Mean (1-5)
Female	11	11	100.00	4.67

Satisfaction Survey - Item Means and 95% Confidence Intervals



Satisfaction by Ethnicity

Ethnicity	Count	Satisfied	Percentage	Mean (1-5)
American Indian/Alaskan Native	1	1	100.00	4.91
Black/African American	3	3	100.00	4.78
Latinx	2	2	100.00	4.50
White/Caucasian	3	3	100.00	4.64
Multi-ethnic	1	1	100.00	4.82
Other	1	1	100.00	4.36



San Francisco
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SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Treatment Perceptions Survey Report - Fall 2017
HealthRIGHT 360 Men's Residential Hayes Street
Program codes (RUs): 38342 3834SG-RES 87342

Overall Satisfaction¹
90.9%

Survey Response Rate
97.8%

There were surveys returned for 88 clients.

The satisfaction score (items 2-7 and 10-14) for this program: **4.47** out of five,
Other programs: **4.41**.

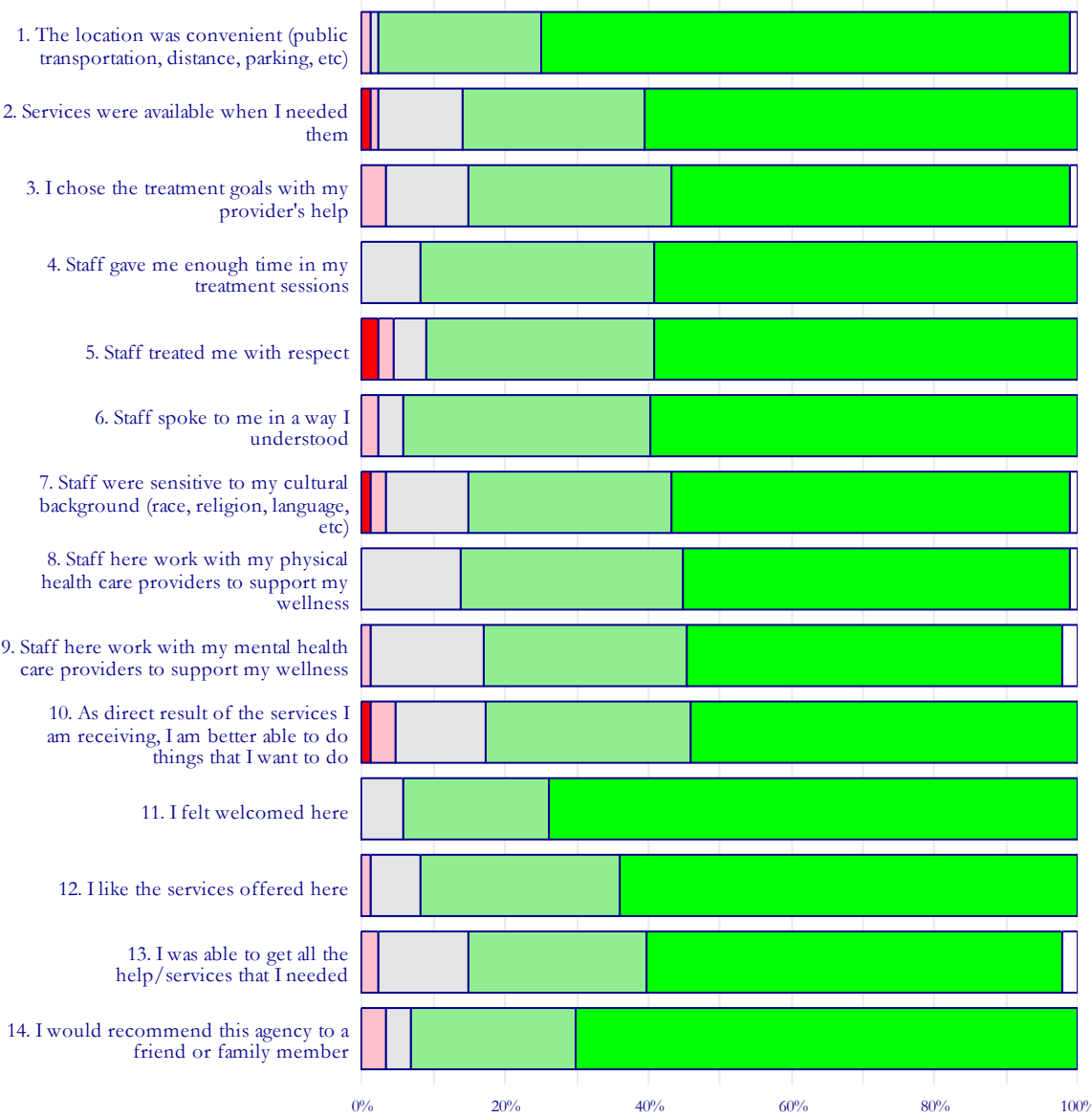
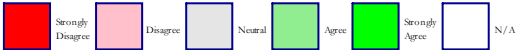
The average rating on all survey questions for HealthRIGHT 360 Men's Residential Hayes
Street: **4.47**
Other programs: **4.39**.

Survey Compliance

Response	HealthRIGHT 360 Men's Residential Hayes Street	Other Programs	Total
Completed Survey	88 100 %	1858 99.9 %	1946 99.9 %
Blank Survey	0 0 %	2 0.1 %	2 0.1 %
Total	88 100 %	1860 100 %	1948 100 %

¹ Overall Satisfaction calculated using questions 2 through 7 and 10 through 14. Surveys with a mean score of 3.5 or higher were counted as "satisfied." Approximate return rate is based on count of survey forms submitted as ratio to the number of unique persons with billings in the Avatar system during the week of the survey. That percent can exceed 100 if clients were surveyed but did not generate a billing.

Satisfaction Survey



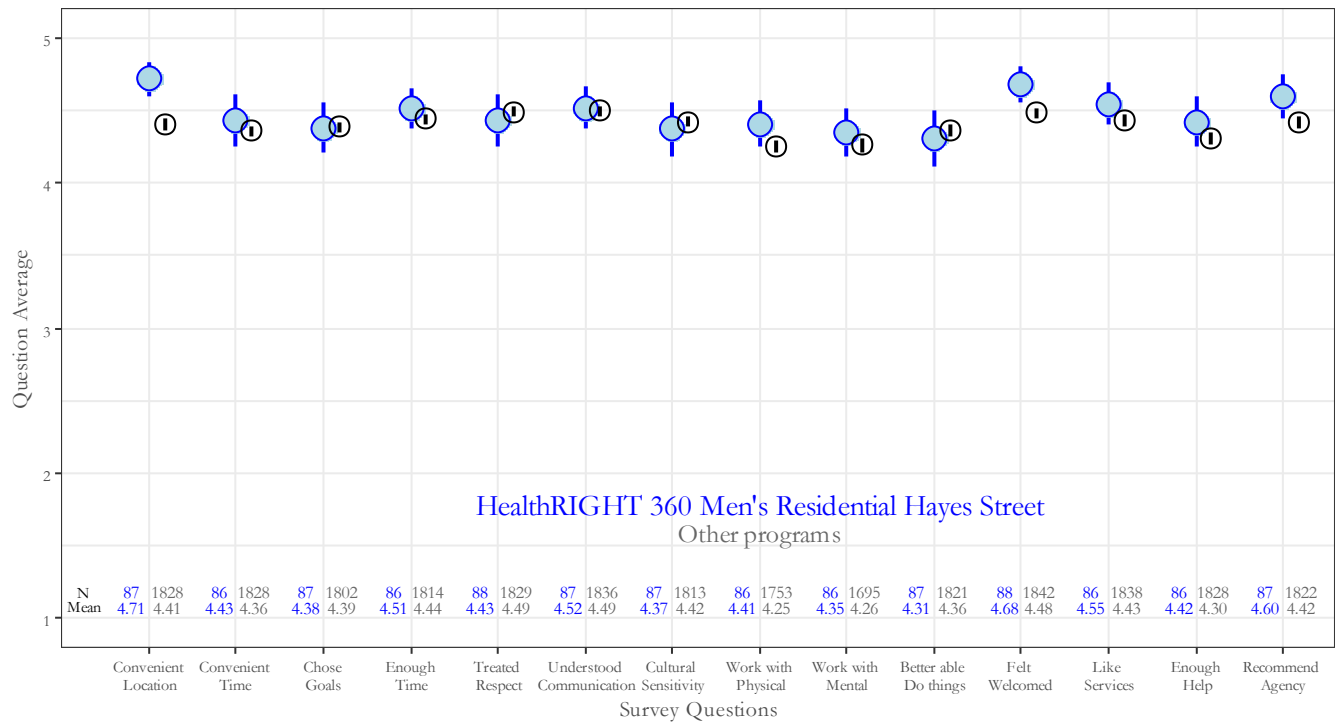
Satisfaction Survey

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A
1. The location was convenient (public transportation, distance, parking, etc)	0 0.0 %	1 1.1 %	1 1.1 %	20 22.7 %	65 73.9 %	1 1.1 %
2. Services were available when I needed them	1 1.2 %	1 1.2 %	10 11.6 %	22 25.6 %	52 60.5 %	0 0.0 %
3. I chose the treatment goals with my provider's help	0 0.0 %	3 3.4 %	10 11.4 %	25 28.4 %	49 55.7 %	1 1.1 %
4. Staff gave me enough time in my treatment sessions	0 0.0 %	0 0.0 %	7 8.1 %	28 32.6 %	51 59.3 %	0 0.0 %
5. Staff treated me with respect	2 2.3 %	2 2.3 %	4 4.5 %	28 31.8 %	52 59.1 %	0 0.0 %
6. Staff spoke to me in a way I understood	0 0.0 %	2 2.3 %	3 3.4 %	30 34.5 %	52 59.8 %	0 0.0 %
7. Staff were sensitive to my cultural background (race, religion, language, etc)	1 1.1 %	2 2.3 %	10 11.4 %	25 28.4 %	49 55.7 %	1 1.1 %
8. Staff here work with my physical health care providers to support my wellness	0 0.0 %	0 0.0 %	12 13.8 %	27 31.0 %	47 54.0 %	1 1.1 %
9. Staff here work with my mental health care providers to support my wellness	0 0.0 %	1 1.1 %	14 15.9 %	25 28.4 %	46 52.3 %	2 2.3 %
10. As direct result of the services I am receiving, I am better able to do things that I want to do	1 1.1 %	3 3.4 %	11 12.6 %	25 28.7 %	47 54.0 %	0 0.0 %
11. I felt welcomed here	0 0.0 %	0 0.0 %	5 5.7 %	18 20.4 %	65 73.9 %	0 0.0 %
12. I like the services offered here	0 0.0 %	1 1.2 %	6 7.0 %	24 27.9 %	55 63.9 %	0 0.0 %
13. I was able to get all the help/services that I needed	0 0.0 %	2 2.3 %	11 12.5 %	22 25.0 %	51 58.0 %	2 2.3 %
14. I would recommend this agency to a friend or family member	0 0.0 %	3 3.4 %	3 3.4 %	20 23.0 %	61 70.1 %	0 0.0 %

Satisfaction by Gender

Gender	Count	Satisfied	Percentage	Mean (1-5)
Male	87	79	90.80	4.47
Decline/No answer	1	1	100.00	4.55

Satisfaction Survey - Item Means and 95% Confidence Intervals



Satisfaction by Ethnicity

Ethnicity	Count	Satisfied	Percentage	Mean (1-5)
American Indian/Alaskan Native	1	1	100.00	4.64
Asian	4	4	100.00	4.55
Black/African American	26	24	92.31	4.44
Latinx	19	18	94.74	4.75
Native Hawaiian/Pacific Islander	3	3	100.00	4.58
White/Caucasian	19	16	84.21	4.36
Multi-ethnic	8	7	87.50	4.27
Other	6	5	83.33	4.13
Unknown	2	2	100.00	4.57



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Treatment Perceptions Survey Report - Fall 2017

HealthRIGHT 360 Men's Satellite Program

Program codes (RUs): 86077 88077

Overall Satisfaction¹

100.0%

Survey Response Rate

70.0%

There were surveys returned for 7 clients.

The satisfaction score (items 2-7 and 10-14) for this program: **4.87** out of five,
Other programs: **4.41**.

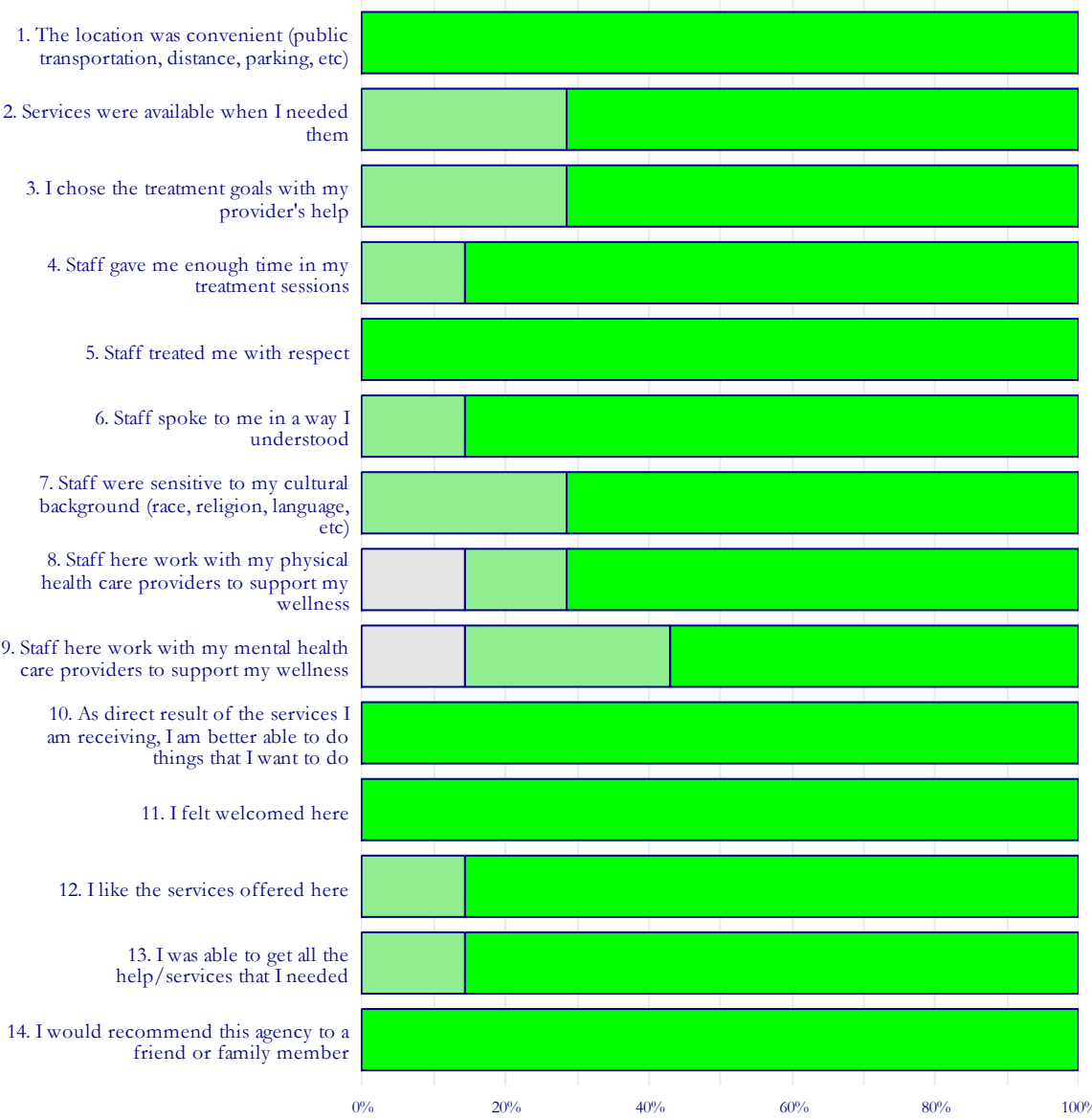
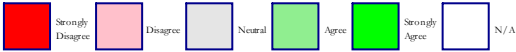
The average rating on all survey questions for HealthRIGHT 360 Men's Satellite Program: **4.83**
Other programs: **4.39**.

Survey Compliance

Response	HealthRIGHT 360 Men's Satellite Program	Other Programs	Total
Completed Survey	7 100 %	1939 99.9 %	1946 99.9 %
Blank Survey	0 0 %	2 0.1 %	2 0.1 %
Total	7 100 %	1941 100 %	1948 100 %

¹ Overall Satisfaction calculated using questions 2 through 7 and 10 through 14. Surveys with a mean score of 3.5 or higher were counted as "satisfied." Approximate return rate is based on count of survey forms submitted as ratio to the number of unique persons with billings in the Avatar system during the week of the survey. That percent can exceed 100 if clients were surveyed but did not generate a billing.

Satisfaction Survey



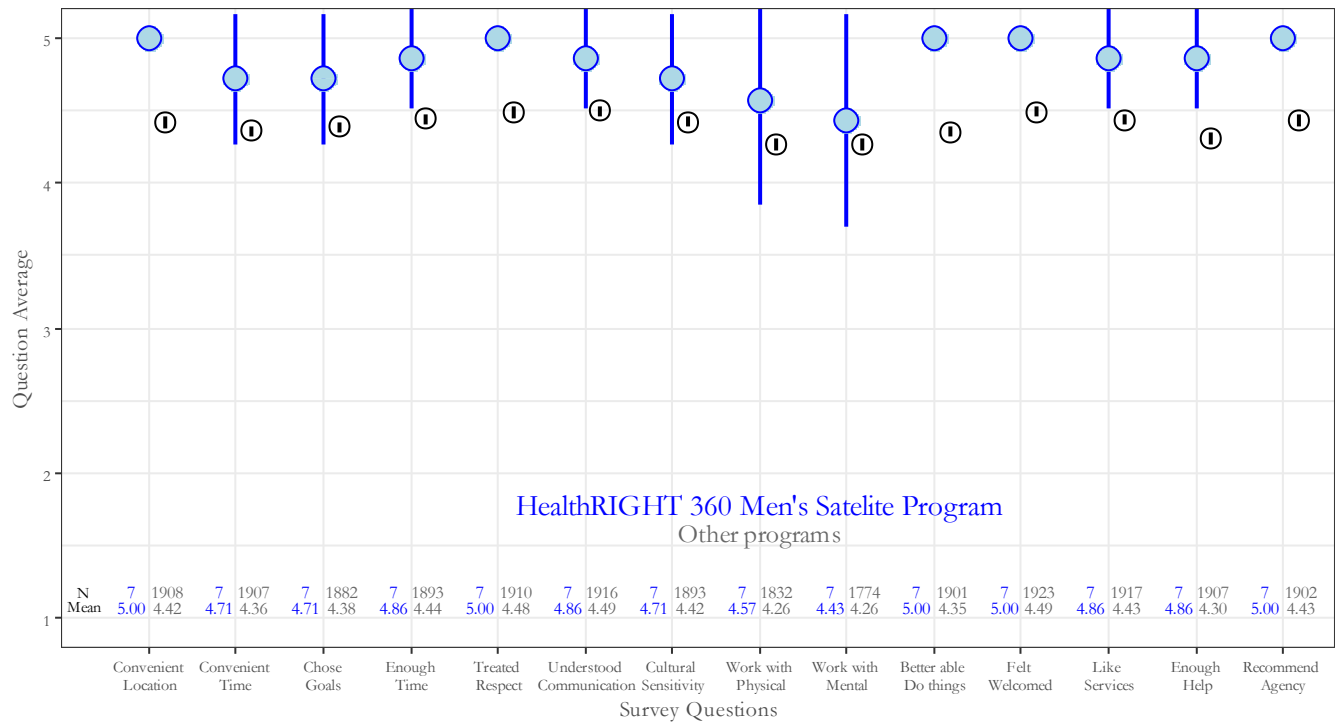
Satisfaction Survey

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A
1. The location was convenient (public transportation, distance, parking, etc)	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	7 100.0 %	0 0.0 %
2. Services were available when I needed them	0 0.0 %	0 0.0 %	0 0.0 %	2 28.6 %	5 71.4 %	0 0.0 %
3. I chose the treatment goals with my provider's help	0 0.0 %	0 0.0 %	0 0.0 %	2 28.6 %	5 71.4 %	0 0.0 %
4. Staff gave me enough time in my treatment sessions	0 0.0 %	0 0.0 %	0 0.0 %	1 14.3 %	6 85.7 %	0 0.0 %
5. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	7 100.0 %	0 0.0 %
6. Staff spoke to me in a way I understood	0 0.0 %	0 0.0 %	0 0.0 %	1 14.3 %	6 85.7 %	0 0.0 %
7. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	0 0.0 %	0 0.0 %	2 28.6 %	5 71.4 %	0 0.0 %
8. Staff here work with my physical health care providers to support my wellness	0 0.0 %	0 0.0 %	1 14.3 %	1 14.3 %	5 71.4 %	0 0.0 %
9. Staff here work with my mental health care providers to support my wellness	0 0.0 %	0 0.0 %	1 14.3 %	2 28.6 %	4 57.1 %	0 0.0 %
10. As direct result of the services I am receiving, I am better able to do things that I want to do	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	7 100.0 %	0 0.0 %
11. I felt welcomed here	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	7 100.0 %	0 0.0 %
12. I like the services offered here	0 0.0 %	0 0.0 %	0 0.0 %	1 14.3 %	6 85.7 %	0 0.0 %
13. I was able to get all the help/services that I needed	0 0.0 %	0 0.0 %	0 0.0 %	1 14.3 %	6 85.7 %	0 0.0 %
14. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	7 100.0 %	0 0.0 %

Satisfaction by Gender

Gender	Count	Satisfied	Percentage	Mean (1-5)
Male	6	6	100.00	4.85
Decline/No answer	1	1	100.00	5.00

Satisfaction Survey - Item Means and 95% Confidence Intervals



Satisfaction by Ethnicity

Ethnicity	Count	Satisfied	Percentage	Mean (1-5)
Black/African American	2	2	100.00	4.95
Latinx	2	2	100.00	4.77
Multi-ethnic	1	1	100.00	5.00
Other	1	1	100.00	4.64
Unknown	1	1	100.00	5.00



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Treatment Perceptions Survey Report - Fall 2017
HealthRIGHT 360 Outpatient Treatment
Program codes (RUs): 3820OP

Overall Satisfaction¹
90.5%

Survey Response Rate
36.8%

There were surveys returned for 21 clients.

The satisfaction score (items 2-7 and 10-14) for this program: **4.53** out of five,
Other programs: **4.41**.

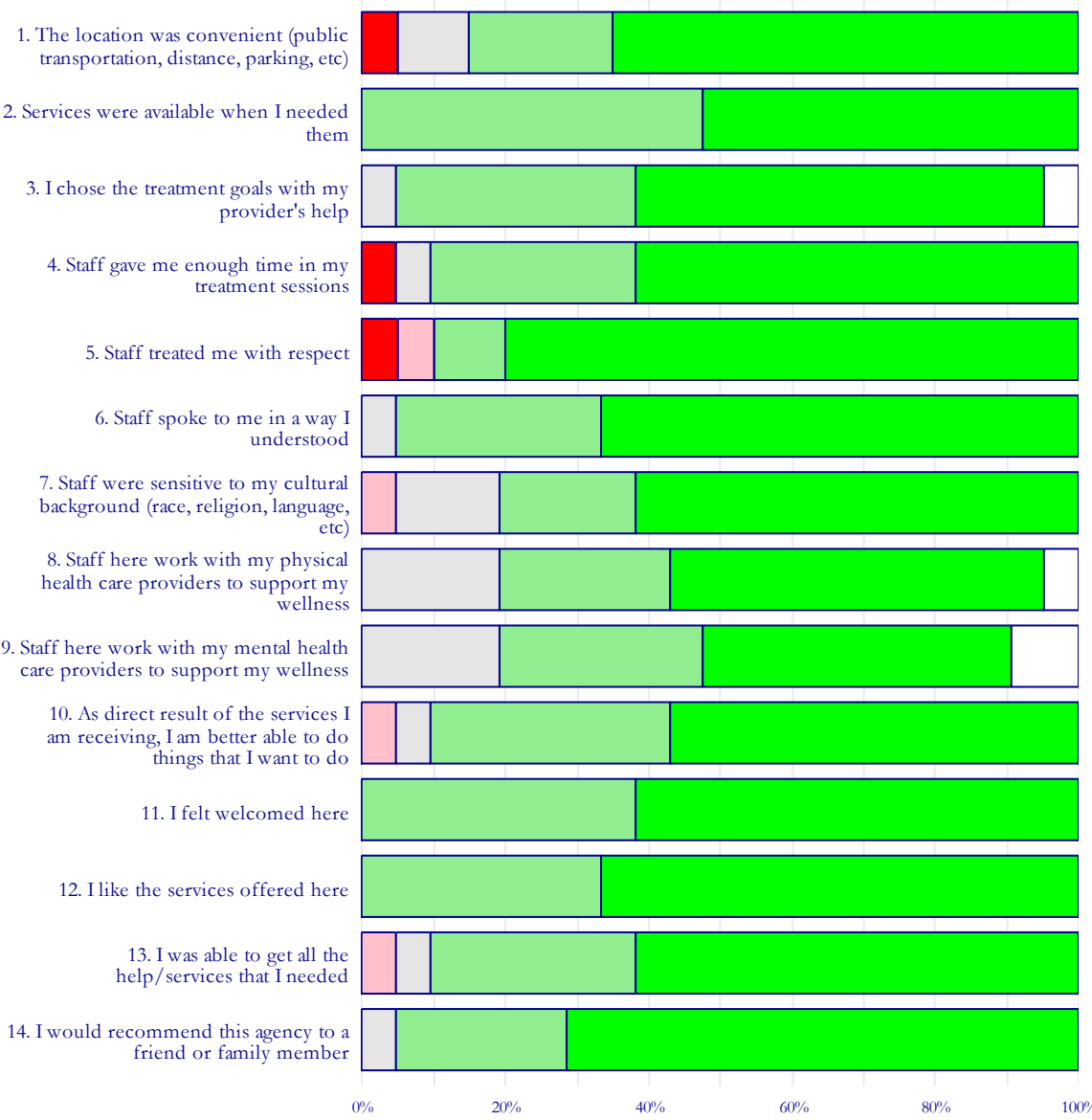
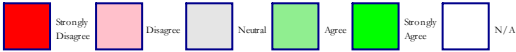
The average rating on all survey questions for HealthRIGHT 360 Outpatient Treatment: **4.49**
Other programs: **4.39**.

Survey Compliance

Response	HealthRIGHT 360 Outpatient Treatment	Other Treatment Programs	Total
Completed Survey	21 100 %	1925 99.9 %	1946 99.9 %
Blank Survey	0 0 %	2 0.1 %	2 0.1 %
Total	21 100 %	1927 100 %	1948 100 %

¹ Overall Satisfaction calculated using questions 2 through 7 and 10 through 14. Surveys with a mean score of 3.5 or higher were counted as "satisfied." Approximate return rate is based on count of survey forms submitted as ratio to the number of unique persons with billings in the Avatar system during the week of the survey. That percent can exceed 100 if clients were surveyed but did not generate a billing.

Satisfaction Survey



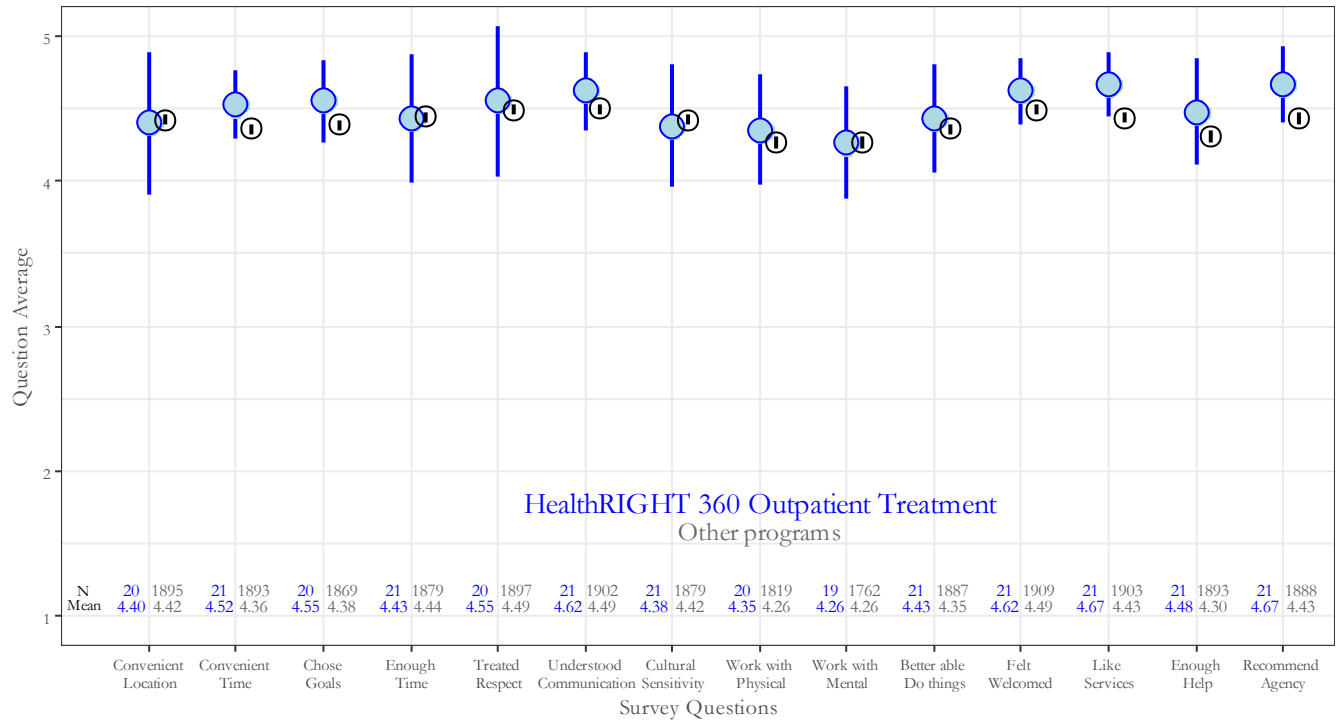
Satisfaction Survey

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A
1. The location was convenient (public transportation, distance, parking, etc)	1 5.0 %	0 0.0 %	2 10.0 %	4 20.0 %	13 65.0 %	0 0.0 %
2. Services were available when I needed them	0 0.0 %	0 0.0 %	0 0.0 %	10 47.6 %	11 52.4 %	0 0.0 %
3. I chose the treatment goals with my provider's help	0 0.0 %	0 0.0 %	1 4.8 %	7 33.3 %	12 57.1 %	1 4.8 %
4. Staff gave me enough time in my treatment sessions	1 4.8 %	0 0.0 %	1 4.8 %	6 28.6 %	13 61.9 %	0 0.0 %
5. Staff treated me with respect	1 5.0 %	1 5.0 %	0 0.0 %	2 10.0 %	16 80.0 %	0 0.0 %
6. Staff spoke to me in a way I understood	0 0.0 %	0 0.0 %	1 4.8 %	6 28.6 %	14 66.7 %	0 0.0 %
7. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	1 4.8 %	3 14.3 %	4 19.1 %	13 61.9 %	0 0.0 %
8. Staff here work with my physical health care providers to support my wellness	0 0.0 %	0 0.0 %	4 19.1 %	5 23.8 %	11 52.4 %	1 4.8 %
9. Staff here work with my mental health care providers to support my wellness	0 0.0 %	0 0.0 %	4 19.1 %	6 28.6 %	9 42.9 %	2 9.5 %
10. As direct result of the services I am receiving, I am better able to do things that I want to do	0 0.0 %	1 4.8 %	1 4.8 %	7 33.3 %	12 57.1 %	0 0.0 %
11. I felt welcomed here	0 0.0 %	0 0.0 %	0 0.0 %	8 38.1 %	13 61.9 %	0 0.0 %
12. I like the services offered here	0 0.0 %	0 0.0 %	0 0.0 %	7 33.3 %	14 66.7 %	0 0.0 %
13. I was able to get all the help/services that I needed	0 0.0 %	1 4.8 %	1 4.8 %	6 28.6 %	13 61.9 %	0 0.0 %
14. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	1 4.8 %	5 23.8 %	15 71.4 %	0 0.0 %

Satisfaction by Gender

Gender	Count	Satisfied	Percentage	Mean (1-5)
Female	4	4	100.00	4.91
Male	15	14	93.33	4.48
Transgender	1	0	0.00	3.27
Decline/No answer	1	1	100.00	5.00

Satisfaction Survey - Item Means and 95% Confidence Intervals



Satisfaction by Ethnicity

Ethnicity	Count	Satisfied	Percentage	Mean (1-5)
American Indian/Alaskan Native	1	1	100.00	3.80
Black/African American	7	7	100.00	4.73
Latinx	2	2	100.00	5.00
White/Caucasian	6	6	100.00	4.55
Multi-ethnic	2	1	50.00	4.14
Other	2	1	50.00	3.86
Unknown	1	1	100.00	5.00



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

**Treatment Perceptions Survey Report - Fall 2017
HealthRIGHT 360 Representative Payee Program**

Program codes (RUs): 88359

Overall Satisfaction¹
77.3%

Survey Response Rate
405.3%

There were surveys returned for 77 clients.

The satisfaction score (items 2-7 and 10-14) for this program: **4.13** out of five,
Other programs: **4.42**.

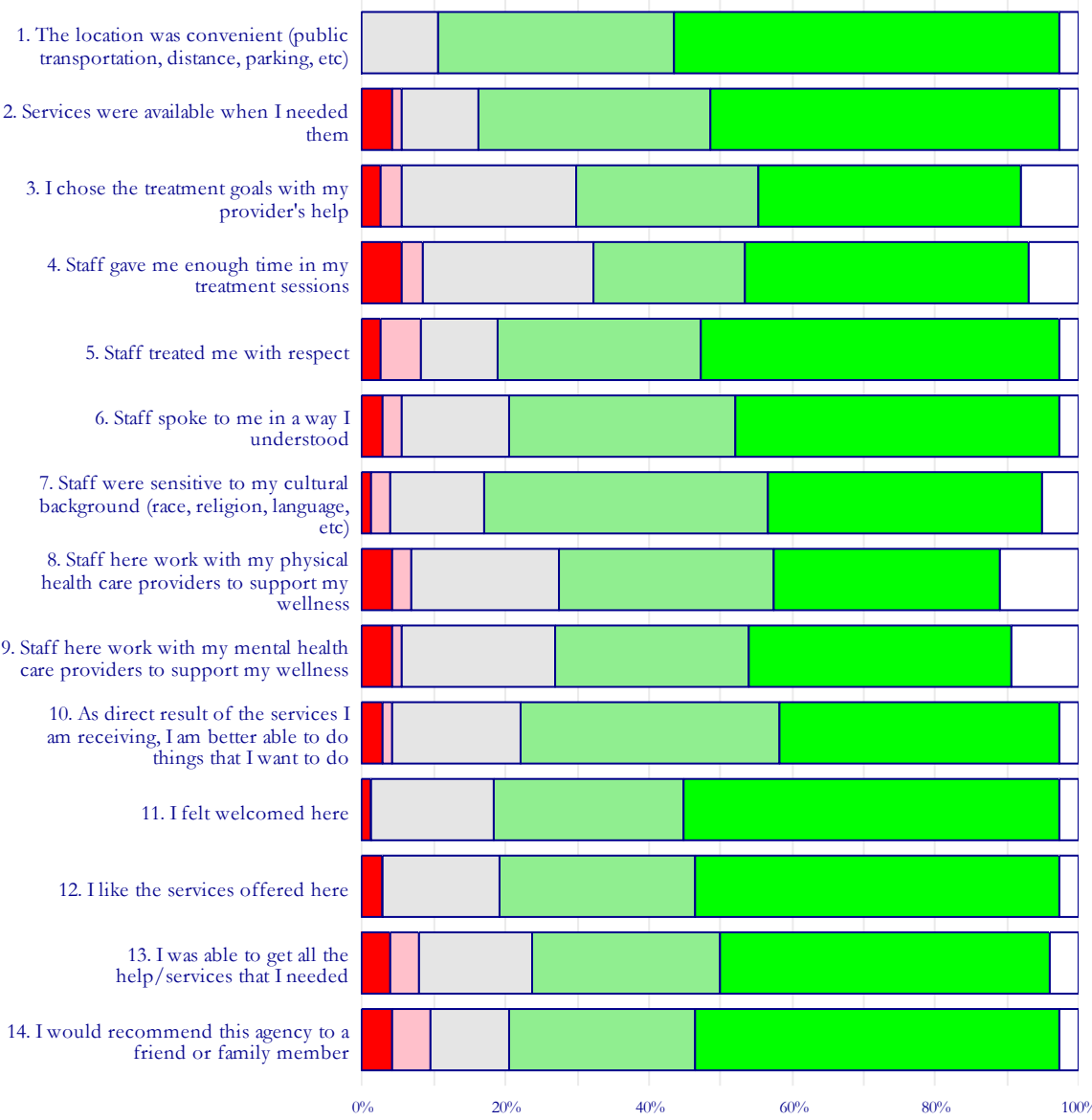
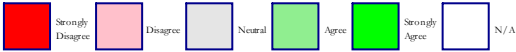
The average rating on all survey questions for HealthRIGHT 360 Representative Payee Program:
4.14
Other programs: **4.40**.

Survey Compliance

Response	HealthRIGHT 360 Representative Payee Program	Other Programs	Total
Completed Survey	77 100 %	1869 99.9 %	1946 99.9 %
Blank Survey	0 0 %	2 0.1 %	2 0.1 %
Total	77 100 %	1871 100 %	1948 100 %

¹ Overall Satisfaction calculated using questions 2 through 7 and 10 through 14. Surveys with a mean score of 3.5 or higher were counted as "satisfied." Approximate return rate is based on count of survey forms submitted as ratio to the number of unique persons with billings in the Avatar system during the week of the survey. That percent can exceed 100 if clients were surveyed but did not generate a billing.

Satisfaction Survey



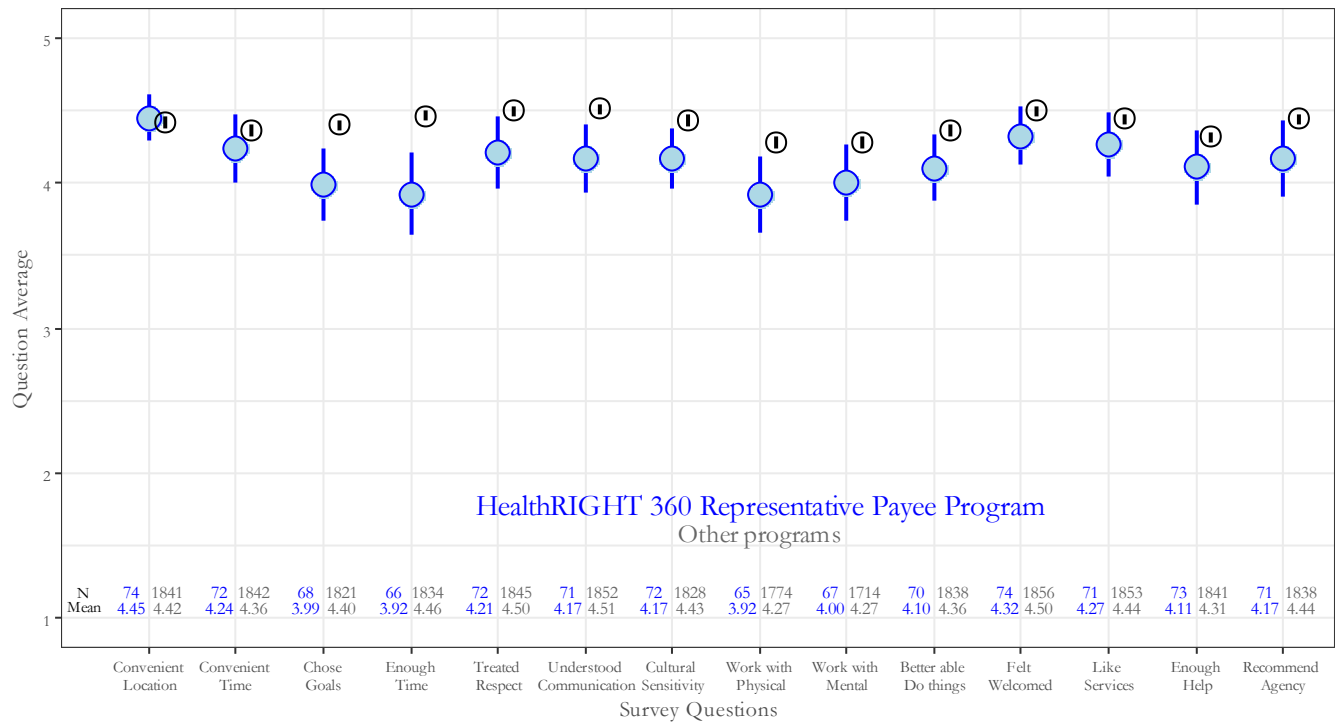
Satisfaction Survey

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A
1. The location was convenient (public transportation, distance, parking, etc)	0 0.0 %	0 0.0 %	8 10.5 %	25 32.9 %	41 53.9 %	2 2.6 %
2. Services were available when I needed them	3 4.0 %	1 1.4 %	8 10.8 %	24 32.4 %	36 48.6 %	2 2.7 %
3. I chose the treatment goals with my provider's help	2 2.7 %	2 2.7 %	18 24.3 %	19 25.7 %	27 36.5 %	6 8.1 %
4. Staff gave me enough time in my treatment sessions	4 5.6 %	2 2.8 %	17 23.9 %	15 21.1 %	28 39.4 %	5 7.0 %
5. Staff treated me with respect	2 2.7 %	4 5.4 %	8 10.8 %	21 28.4 %	37 50.0 %	2 2.7 %
6. Staff spoke to me in a way I understood	2 2.7 %	2 2.7 %	11 15.1 %	23 31.5 %	33 45.2 %	2 2.7 %
7. Staff were sensitive to my cultural background (race, religion, language, etc)	1 1.3 %	2 2.6 %	10 13.2 %	30 39.5 %	29 38.2 %	4 5.3 %
8. Staff here work with my physical health care providers to support my wellness	3 4.1 %	2 2.7 %	15 20.5 %	22 30.1 %	23 31.5 %	8 11.0 %
9. Staff here work with my mental health care providers to support my wellness	3 4.0 %	1 1.4 %	16 21.6 %	20 27.0 %	27 36.5 %	7 9.5 %
10. As direct result of the services I am receiving, I am better able to do things that I want to do	2 2.8 %	1 1.4 %	13 18.1 %	26 36.1 %	28 38.9 %	2 2.8 %
11. I felt welcomed here	1 1.3 %	0 0.0 %	13 17.1 %	20 26.3 %	40 52.6 %	2 2.6 %
12. I like the services offered here	2 2.7 %	0 0.0 %	12 16.4 %	20 27.4 %	37 50.7 %	2 2.7 %
13. I was able to get all the help/services that I needed	3 4.0 %	3 4.0 %	12 15.8 %	20 26.3 %	35 46.1 %	3 4.0 %
14. I would recommend this agency to a friend or family member	3 4.1 %	4 5.5 %	8 11.0 %	19 26.0 %	37 50.7 %	2 2.7 %

Satisfaction by Gender

Gender	Count	Satisfied	Percentage	Mean (1-5)
Female	25	17	68.00	3.98
Male	41	36	87.80	4.34
Transgender	1	0	0.00	2.73
Decline/No answer	9	5	55.56	3.72
Other	1	0	0.00	NaN

Satisfaction Survey - Item Means and 95% Confidence Intervals



Satisfaction by Ethnicity

Ethnicity	Count	Satisfied	Percentage	Mean (1-5)
American Indian/Alaskan Native	2	1	50.00	4.05
Black/African American	30	21	70.00	4.03
Latinx	5	5	100.00	4.23
Native Hawaiian/Pacific Islander	2	2	100.00	4.50
White/Caucasian	23	18	78.26	4.19
Multi-ethnic	4	4	100.00	4.41
Other	5	4	80.00	4.50
Unknown	6	3	50.00	3.73



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Treatment Perceptions Survey Report - Fall 2017
HealthRIGHT 360 Women's Hope
Program codes (RUs): 89102

Overall Satisfaction¹
100.0%

Survey Response Rate
86.7%

There were surveys returned for 13 clients.

The satisfaction score (items 2-7 and 10-14) for this program: **4.42** out of five,
Other programs: **4.41**.

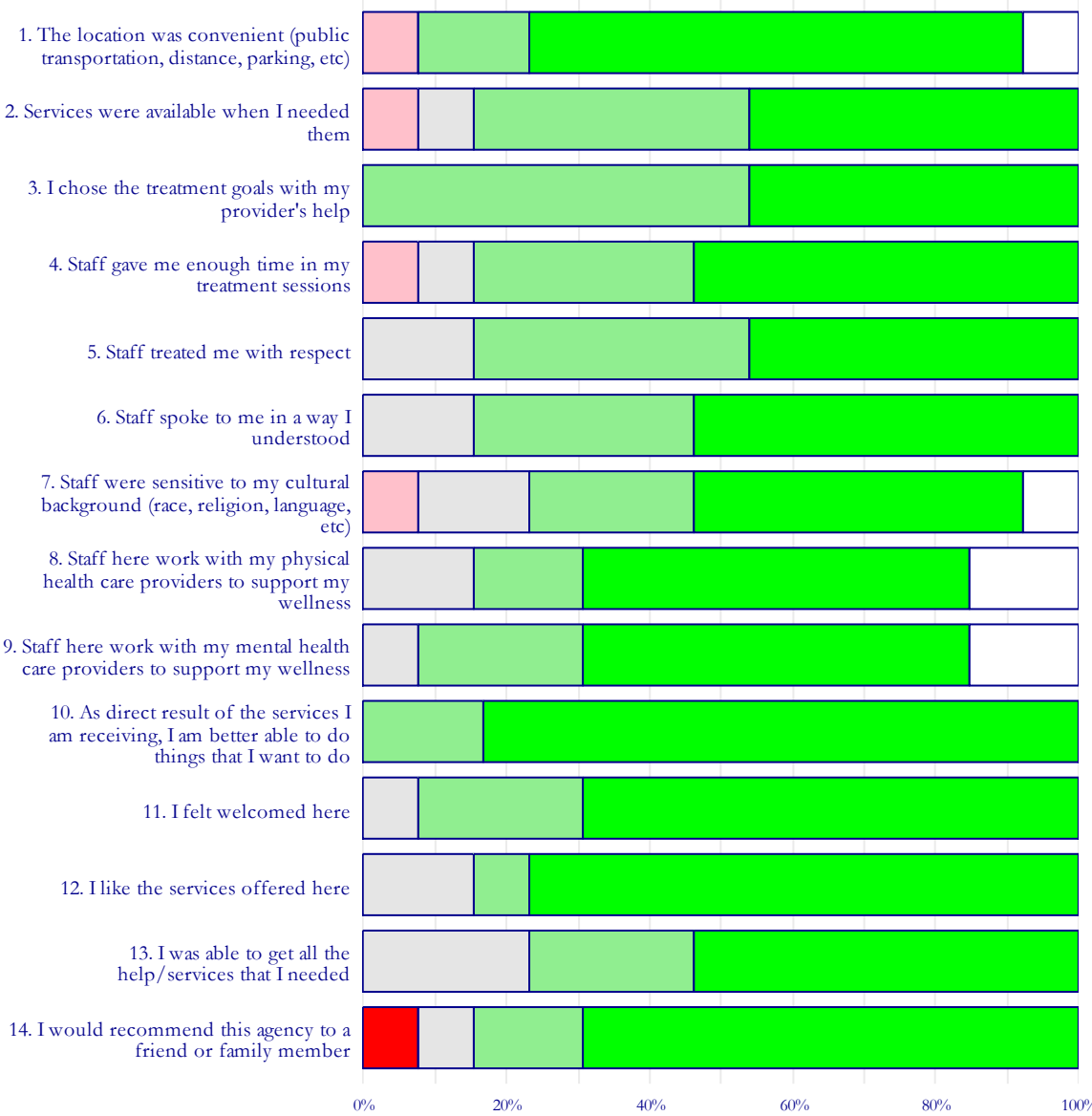
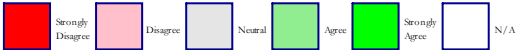
The average rating on all survey questions for HealthRIGHT 360 Women's Hope: **4.44**
Other programs: **4.39**.

Survey Compliance

Response	HealthRIGHT 360 Women's Hope	Other Programs	Total
Completed Survey	13 100 %	1933 99.9 %	1946 99.9 %
Blank Survey	0 0 %	2 0.1 %	2 0.1 %
Total	13 100 %	1935 100 %	1948 100 %

¹ Overall Satisfaction calculated using questions 2 through 7 and 10 through 14. Surveys with a mean score of 3.5 or higher were counted as "satisfied." Approximate return rate is based on count of survey forms submitted as ratio to the number of unique persons with billings in the Avatar system during the week of the survey. That percent can exceed 100 if clients were surveyed but did not generate a billing.

Satisfaction Survey



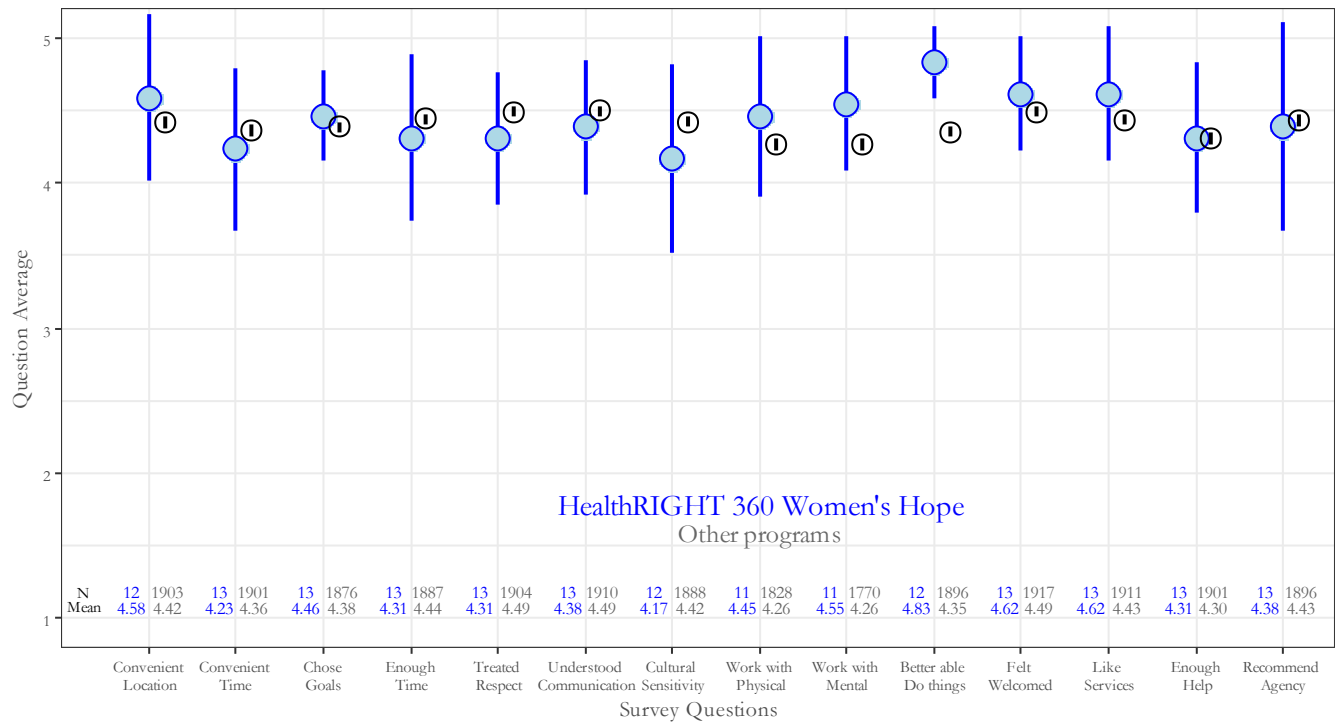
Satisfaction Survey

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A
1. The location was convenient (public transportation, distance, parking, etc)	0 0.0 %	1 7.7 %	0 0.0 %	2 15.4 %	9 69.2 %	1 7.7 %
2. Services were available when I needed them	0 0.0 %	1 7.7 %	1 7.7 %	5 38.5 %	6 46.2 %	0 0.0 %
3. I chose the treatment goals with my provider's help	0 0.0 %	0 0.0 %	0 0.0 %	7 53.8 %	6 46.2 %	0 0.0 %
4. Staff gave me enough time in my treatment sessions	0 0.0 %	1 7.7 %	1 7.7 %	4 30.8 %	7 53.8 %	0 0.0 %
5. Staff treated me with respect	0 0.0 %	0 0.0 %	2 15.4 %	5 38.5 %	6 46.2 %	0 0.0 %
6. Staff spoke to me in a way I understood	0 0.0 %	0 0.0 %	2 15.4 %	4 30.8 %	7 53.8 %	0 0.0 %
7. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	1 7.7 %	2 15.4 %	3 23.1 %	6 46.2 %	1 7.7 %
8. Staff here work with my physical health care providers to support my wellness	0 0.0 %	0 0.0 %	2 15.4 %	2 15.4 %	7 53.8 %	2 15.4 %
9. Staff here work with my mental health care providers to support my wellness	0 0.0 %	0 0.0 %	1 7.7 %	3 23.1 %	7 53.8 %	2 15.4 %
10. As direct result of the services I am receiving, I am better able to do things that I want to do	0 0.0 %	0 0.0 %	0 0.0 %	2 16.7 %	10 83.3 %	0 0.0 %
11. I felt welcomed here	0 0.0 %	0 0.0 %	1 7.7 %	3 23.1 %	9 69.2 %	0 0.0 %
12. I like the services offered here	0 0.0 %	0 0.0 %	2 15.4 %	1 7.7 %	10 76.9 %	0 0.0 %
13. I was able to get all the help/services that I needed	0 0.0 %	0 0.0 %	3 23.1 %	3 23.1 %	7 53.8 %	0 0.0 %
14. I would recommend this agency to a friend or family member	1 7.7 %	0 0.0 %	1 7.7 %	2 15.4 %	9 69.2 %	0 0.0 %

Satisfaction by Gender

Gender	Count	Satisfied	Percentage	Mean (1-5)
Female	13	13	100.00	4.42

Satisfaction Survey - Item Means and 95% Confidence Intervals



Satisfaction by Ethnicity

Ethnicity	Count	Satisfied	Percentage	Mean (1-5)
Black/African American	3	3	100.00	4.85
Latinx	2	2	100.00	4.68
White/Caucasian	2	2	100.00	4.55
Multi-ethnic	5	5	100.00	3.89
Other	1	1	100.00	5.00



San Francisco
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SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Treatment Perceptions Survey Report - Fall 2017
HealthRIGHT 360 Women's Residential
Program codes (RUs): 3805TG-RES 3805WR-RSD

Overall Satisfaction¹
92.9%

Survey Response Rate
112.0%

There were surveys returned for 28 clients.

The satisfaction score (items 2-7 and 10-14) for this program: **4.56** out of five,
Other programs: **4.41**.

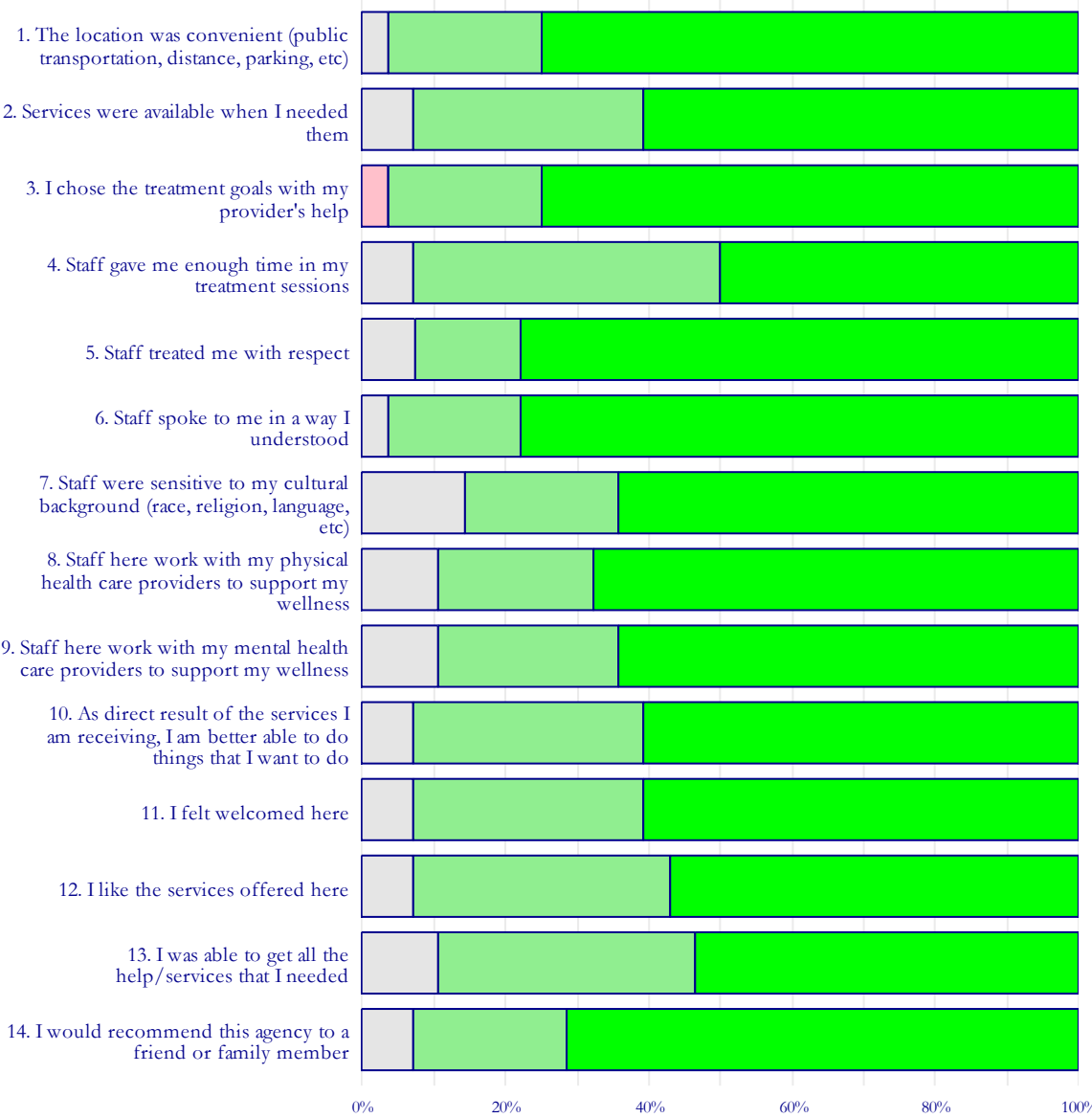
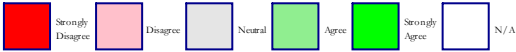
The average rating on all survey questions for HealthRIGHT 360 Women's Residential: **4.57**
Other programs: **4.39**.

Survey Compliance

Response	HealthRIGHT 360 Women's Residential	Other Programs	Total
Completed Survey	28 100 %	1918 99.9 %	1946 99.9 %
Blank Survey	0 0 %	2 0.1 %	2 0.1 %
Total	28 100 %	1920 100 %	1948 100 %

¹ Overall Satisfaction calculated using questions 2 through 7 and 10 through 14. Surveys with a mean score of 3.5 or higher were counted as "satisfied." Approximate return rate is based on count of survey forms submitted as ratio to the number of unique persons with billings in the Avatar system during the week of the survey. That percent can exceed 100 if clients were surveyed but did not generate a billing.

Satisfaction Survey



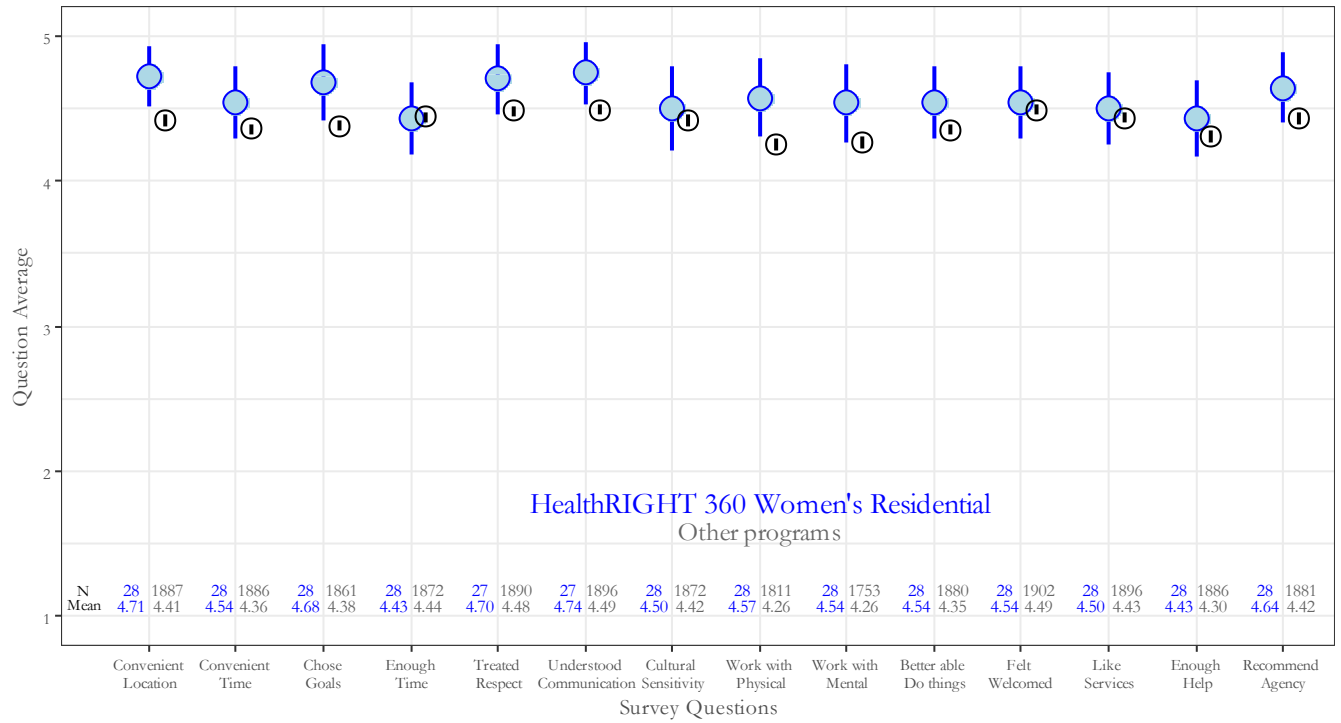
Satisfaction Survey

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A
1. The location was convenient (public transportation, distance, parking, etc)	0 0.0 %	0 0.0 %	1 3.6 %	6 21.4 %	21 75.0 %	0 0.0 %
2. Services were available when I needed them	0 0.0 %	0 0.0 %	2 7.1 %	9 32.1 %	17 60.7 %	0 0.0 %
3. I chose the treatment goals with my provider's help	0 0.0 %	1 3.6 %	0 0.0 %	6 21.4 %	21 75.0 %	0 0.0 %
4. Staff gave me enough time in my treatment sessions	0 0.0 %	0 0.0 %	2 7.1 %	12 42.9 %	14 50.0 %	0 0.0 %
5. Staff treated me with respect	0 0.0 %	0 0.0 %	2 7.4 %	4 14.8 %	21 77.8 %	0 0.0 %
6. Staff spoke to me in a way I understood	0 0.0 %	0 0.0 %	1 3.7 %	5 18.5 %	21 77.8 %	0 0.0 %
7. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	0 0.0 %	4 14.3 %	6 21.4 %	18 64.3 %	0 0.0 %
8. Staff here work with my physical health care providers to support my wellness	0 0.0 %	0 0.0 %	3 10.7 %	6 21.4 %	19 67.9 %	0 0.0 %
9. Staff here work with my mental health care providers to support my wellness	0 0.0 %	0 0.0 %	3 10.7 %	7 25.0 %	18 64.3 %	0 0.0 %
10. As direct result of the services I am receiving, I am better able to do things that I want to do	0 0.0 %	0 0.0 %	2 7.1 %	9 32.1 %	17 60.7 %	0 0.0 %
11. I felt welcomed here	0 0.0 %	0 0.0 %	2 7.1 %	9 32.1 %	17 60.7 %	0 0.0 %
12. I like the services offered here	0 0.0 %	0 0.0 %	2 7.1 %	10 35.7 %	16 57.1 %	0 0.0 %
13. I was able to get all the help/services that I needed	0 0.0 %	0 0.0 %	3 10.7 %	10 35.7 %	15 53.6 %	0 0.0 %
14. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	2 7.1 %	6 21.4 %	20 71.4 %	0 0.0 %

Satisfaction by Gender

Gender	Count	Satisfied	Percentage	Mean (1-5)
Female	23	21	91.30	4.53
Transgender	3	3	100.00	4.61
Decline/No answer	2	2	100.00	4.91

Satisfaction Survey - Item Means and 95% Confidence Intervals



Satisfaction by Ethnicity

Ethnicity	Count	Satisfied	Percentage	Mean (1-5)
American Indian/Alaskan Native	1	1	100.00	4.00
Black/African American	6	6	100.00	4.85
Latinx	4	3	75.00	4.23
Native Hawaiian/Pacific Islander	1	1	100.00	4.64
White/Caucasian	11	10	90.91	4.61
Multi-ethnic	1	1	100.00	4.18
Other	4	4	100.00	4.55



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Treatment Perceptions Survey Report - Fall 2017

Hz SA Outpatient Treatment Services

Program codes (RUs): 38241

Overall Satisfaction¹

100.0%

Survey Response Rate

44.4%

There were surveys returned for 16 clients.

The satisfaction score (items 2-7 and 10-14) for this program: **4.55** out of five,
Other programs: **4.41**.

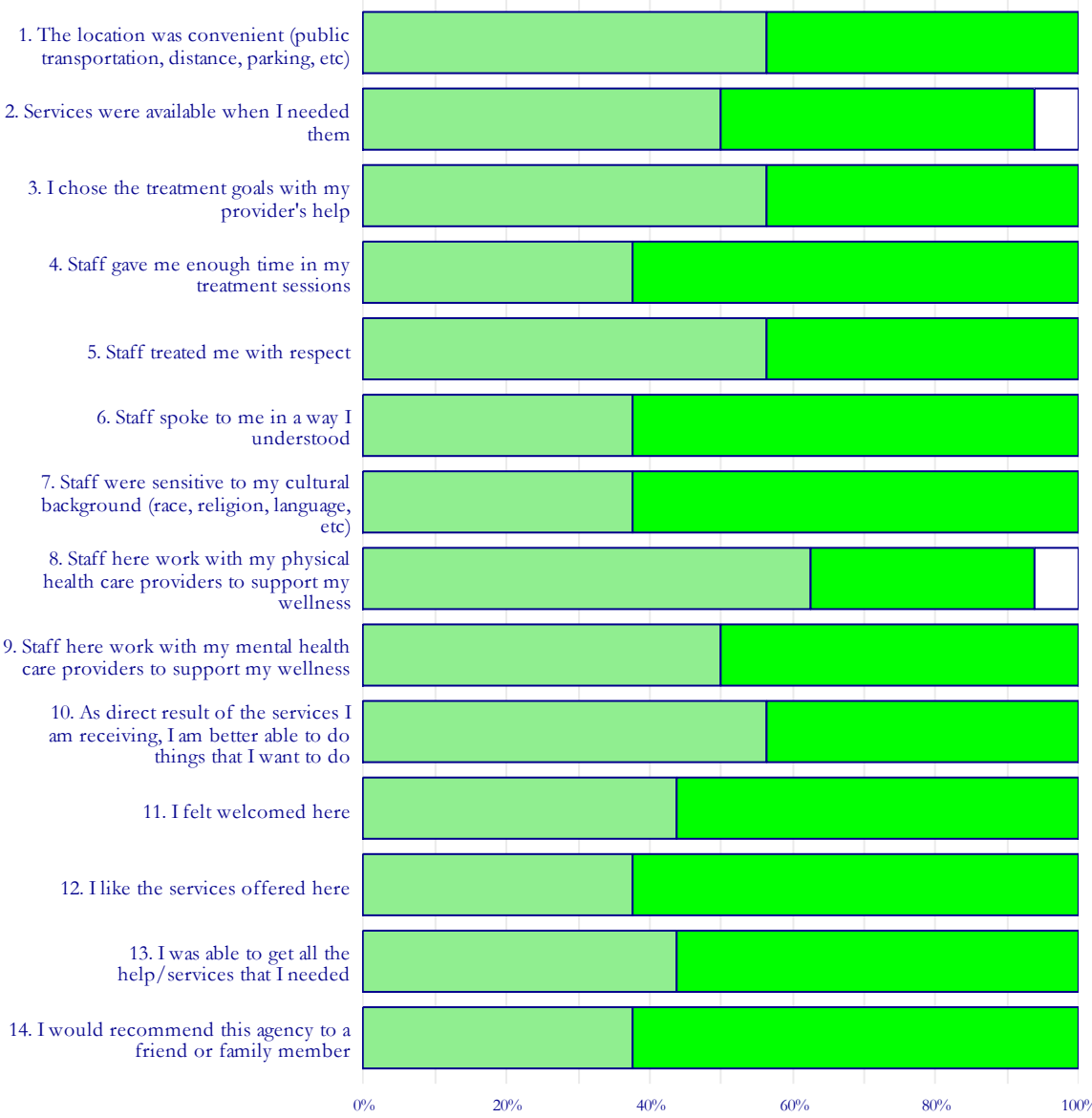
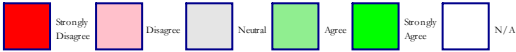
The average rating on all survey questions for Hz SA Outpatient Treatment Services: **4.52**
Other programs: **4.39**.

Survey Compliance

Response	Hz SA Outpatient Treatment Services	Other Programs	Total
Completed Survey	16 100 %	1930 99.9 %	1946 99.9 %
Blank Survey	0 0 %	2 0.1 %	2 0.1 %
Total	16 100 %	1932 100 %	1948 100 %

¹ Overall Satisfaction calculated using questions 2 through 7 and 10 through 14. Surveys with a mean score of 3.5 or higher were counted as "satisfied." Approximate return rate is based on count of survey forms submitted as ratio to the number of unique persons with billings in the Avatar system during the week of the survey. That percent can exceed 100 if clients were surveyed but did not generate a billing.

Satisfaction Survey



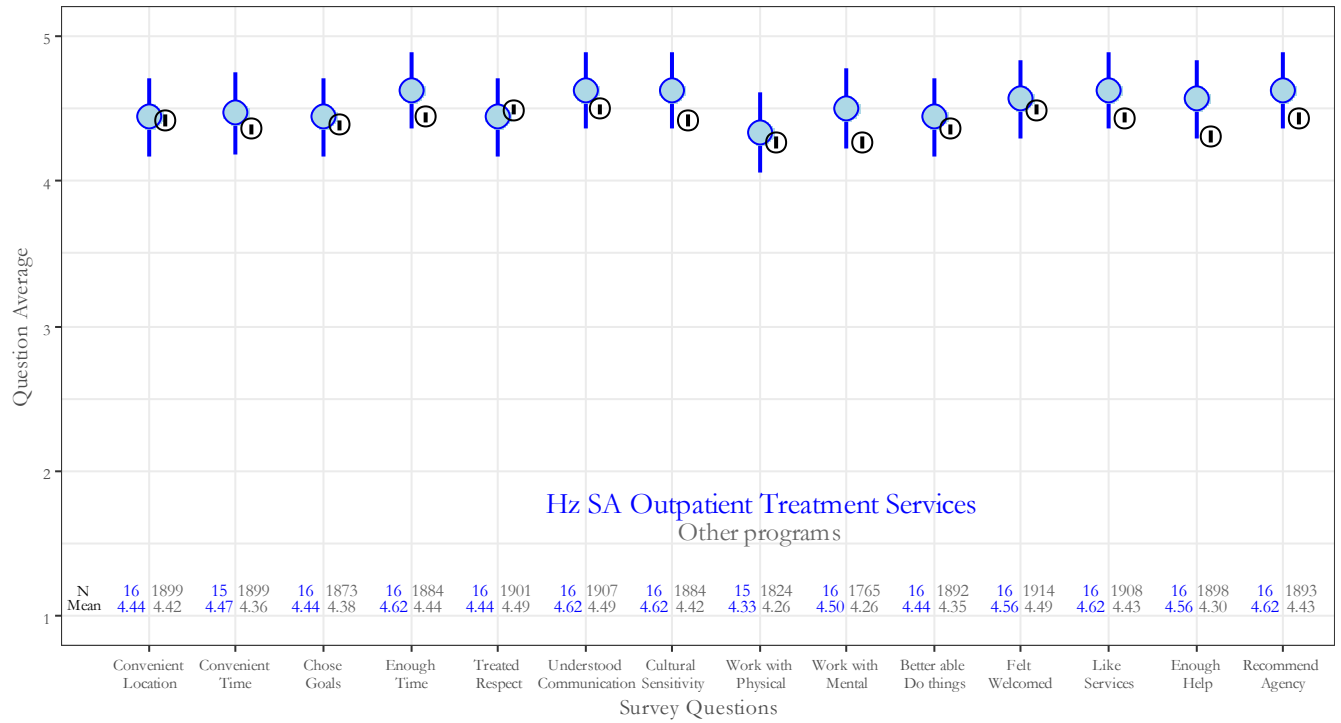
Satisfaction Survey

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A
1. The location was convenient (public transportation, distance, parking, etc)	0 0.0 %	0 0.0 %	0 0.0 %	9 56.2 %	7 43.8 %	0 0.0 %
2. Services were available when I needed them	0 0.0 %	0 0.0 %	0 0.0 %	8 50.0 %	7 43.8 %	1 6.2 %
3. I chose the treatment goals with my provider's help	0 0.0 %	0 0.0 %	0 0.0 %	9 56.2 %	7 43.8 %	0 0.0 %
4. Staff gave me enough time in my treatment sessions	0 0.0 %	0 0.0 %	0 0.0 %	6 37.5 %	10 62.5 %	0 0.0 %
5. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	9 56.2 %	7 43.8 %	0 0.0 %
6. Staff spoke to me in a way I understood	0 0.0 %	0 0.0 %	0 0.0 %	6 37.5 %	10 62.5 %	0 0.0 %
7. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	0 0.0 %	0 0.0 %	6 37.5 %	10 62.5 %	0 0.0 %
8. Staff here work with my physical health care providers to support my wellness	0 0.0 %	0 0.0 %	0 0.0 %	10 62.5 %	5 31.2 %	1 6.2 %
9. Staff here work with my mental health care providers to support my wellness	0 0.0 %	0 0.0 %	0 0.0 %	8 50.0 %	8 50.0 %	0 0.0 %
10. As direct result of the services I am receiving, I am better able to do things that I want to do	0 0.0 %	0 0.0 %	0 0.0 %	9 56.2 %	7 43.8 %	0 0.0 %
11. I felt welcomed here	0 0.0 %	0 0.0 %	0 0.0 %	7 43.8 %	9 56.2 %	0 0.0 %
12. I like the services offered here	0 0.0 %	0 0.0 %	0 0.0 %	6 37.5 %	10 62.5 %	0 0.0 %
13. I was able to get all the help/services that I needed	0 0.0 %	0 0.0 %	0 0.0 %	7 43.8 %	9 56.2 %	0 0.0 %
14. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	0 0.0 %	6 37.5 %	10 62.5 %	0 0.0 %

Satisfaction by Gender

Gender	Count	Satisfied	Percentage	Mean (1-5)
Female	7	7	100.00	4.57
Male	8	8	100.00	4.51
Decline/No answer	1	1	100.00	4.73

Satisfaction Survey - Item Means and 95% Confidence Intervals



Satisfaction by Ethnicity

Ethnicity	Count	Satisfied	Percentage	Mean (1-5)
Black/African American	1	1	100.00	4.00
Latinx	12	12	100.00	4.51
White/Caucasian	1	1	100.00	5.00
Other	1	1	100.00	5.00
Unknown	1	1	100.00	4.73



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Treatment Perceptions Survey Report - Fall 2017

LC Casa Aviva

Program codes (RUs): 38932 38935

Overall Satisfaction¹

100.0%

Survey Response Rate

100.0%

There were surveys returned for 8 clients.

The satisfaction score (items 2-7 and 10-14) for this program: **4.67** out of five,
Other programs: **4.41**.

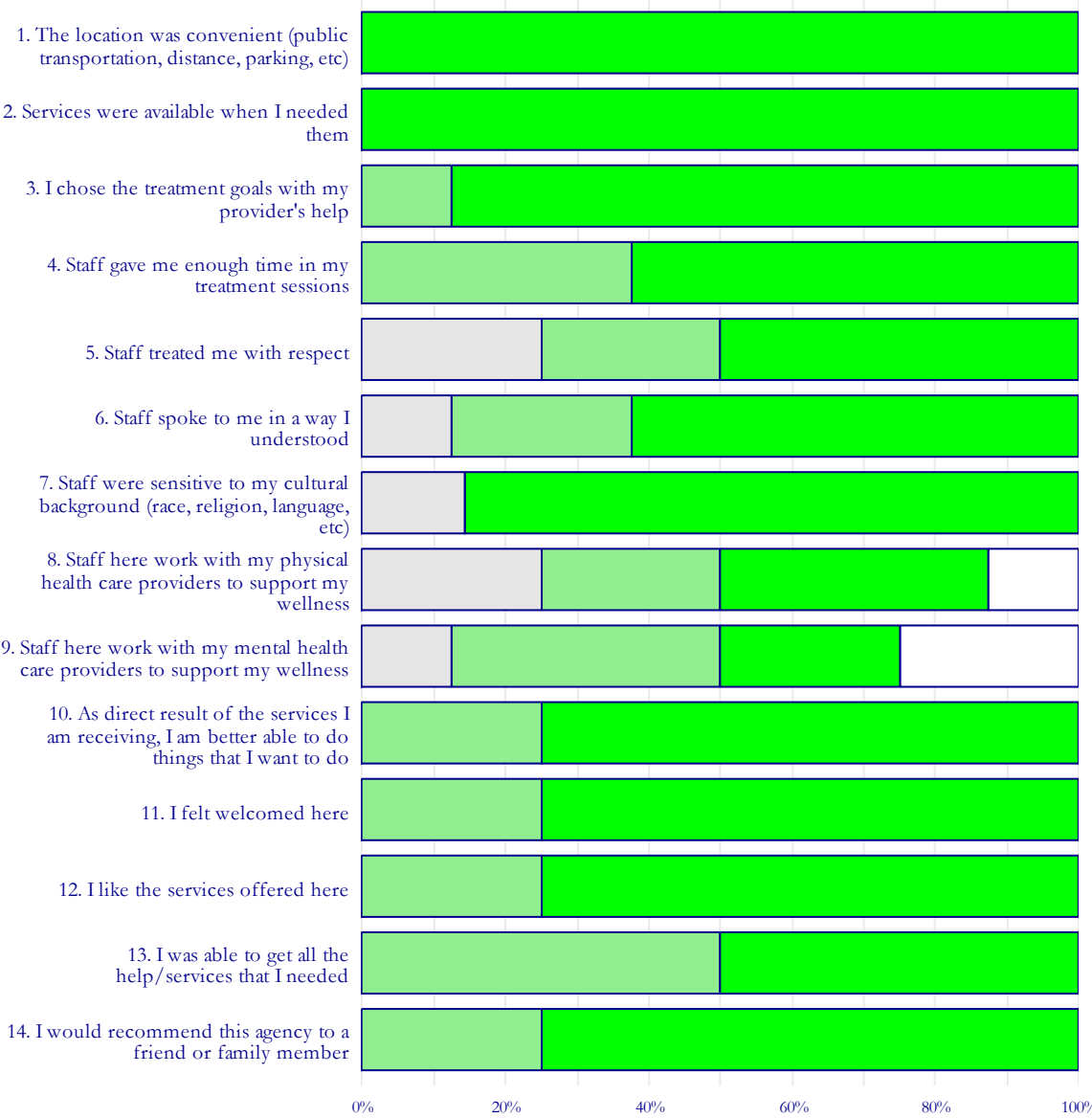
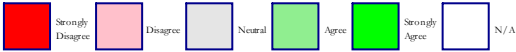
The average rating on all survey questions for LC Casa Aviva: **4.65**
Other programs: **4.39**.

Survey Compliance

Response	LC Casa Aviva	Other Programs	Total
Completed Survey	8 100 %	1938 99.9 %	1946 99.9 %
Blank Survey	0 0 %	2 0.1 %	2 0.1 %
Total	8 100 %	1940 100 %	1948 100 %

¹ Overall Satisfaction calculated using questions 2 through 7 and 10 through 14. Surveys with a mean score of 3.5 or higher were counted as "satisfied." Approximate return rate is based on count of survey forms submitted as ratio to the number of unique persons with billings in the Avatar system during the week of the survey. That percent can exceed 100 if clients were surveyed but did not generate a billing.

Satisfaction Survey



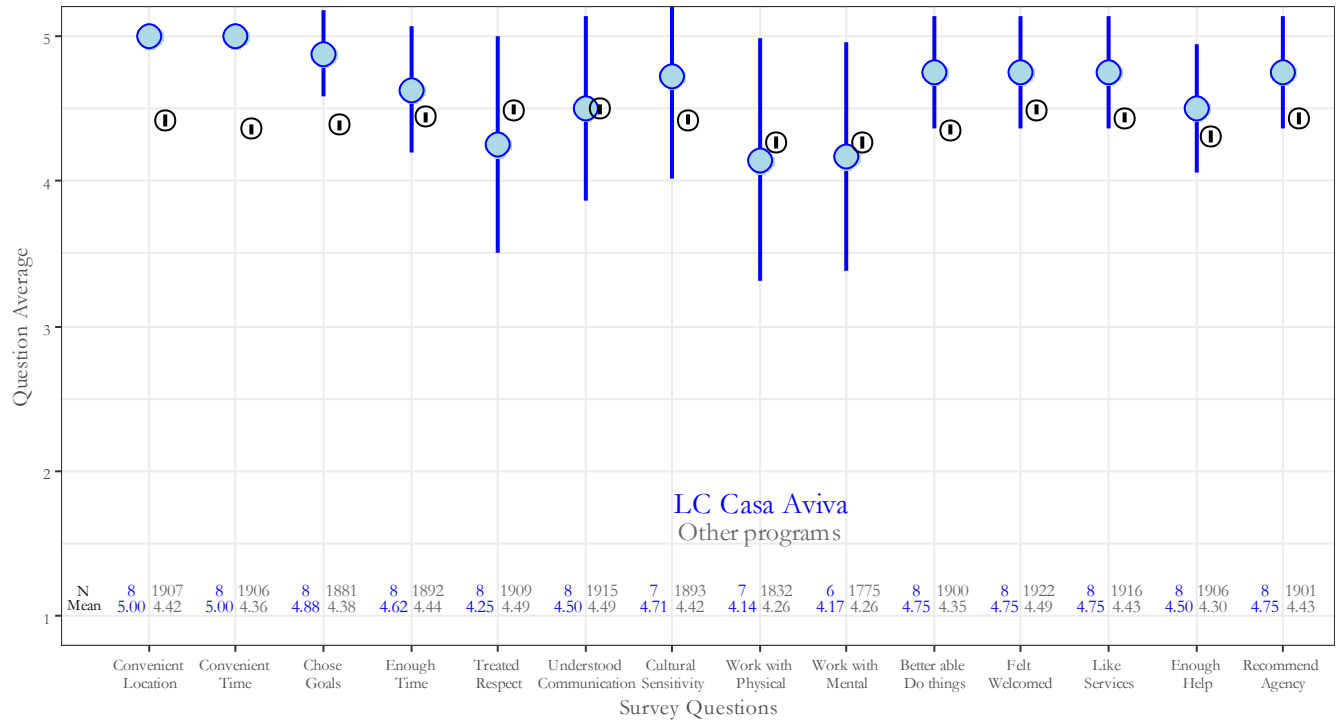
Satisfaction Survey

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A
1. The location was convenient (public transportation, distance, parking, etc)	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	8 100.0 %	0 0.0 %
2. Services were available when I needed them	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	8 100.0 %	0 0.0 %
3. I chose the treatment goals with my provider's help	0 0.0 %	0 0.0 %	0 0.0 %	1 12.5 %	7 87.5 %	0 0.0 %
4. Staff gave me enough time in my treatment sessions	0 0.0 %	0 0.0 %	0 0.0 %	3 37.5 %	5 62.5 %	0 0.0 %
5. Staff treated me with respect	0 0.0 %	0 0.0 %	2 25.0 %	2 25.0 %	4 50.0 %	0 0.0 %
6. Staff spoke to me in a way I understood	0 0.0 %	0 0.0 %	1 12.5 %	2 25.0 %	5 62.5 %	0 0.0 %
7. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	0 0.0 %	1 14.3 %	0 0.0 %	6 85.7 %	0 0.0 %
8. Staff here work with my physical health care providers to support my wellness	0 0.0 %	0 0.0 %	2 25.0 %	2 25.0 %	3 37.5 %	1 12.5 %
9. Staff here work with my mental health care providers to support my wellness	0 0.0 %	0 0.0 %	1 12.5 %	3 37.5 %	2 25.0 %	2 25.0 %
10. As direct result of the services I am receiving, I am better able to do things that I want to do	0 0.0 %	0 0.0 %	0 0.0 %	2 25.0 %	6 75.0 %	0 0.0 %
11. I felt welcomed here	0 0.0 %	0 0.0 %	0 0.0 %	2 25.0 %	6 75.0 %	0 0.0 %
12. I like the services offered here	0 0.0 %	0 0.0 %	0 0.0 %	2 25.0 %	6 75.0 %	0 0.0 %
13. I was able to get all the help/services that I needed	0 0.0 %	0 0.0 %	0 0.0 %	4 50.0 %	4 50.0 %	0 0.0 %
14. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	0 0.0 %	2 25.0 %	6 75.0 %	0 0.0 %

Satisfaction by Gender

Gender	Count	Satisfied	Percentage	Mean (1-5)
Female	6	6	100.00	4.57
Male	1	1	100.00	5.00
Decline/No answer	1	1	100.00	5.00

Satisfaction Survey - Item Means and 95% Confidence Intervals



Satisfaction by Ethnicity

Ethnicity	Count	Satisfied	Percentage	Mean (1-5)
Latinx	5	5	100.00	4.60
White/Caucasian	1	1	100.00	4.40
Other	2	2	100.00	5.00



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Treatment Perceptions Survey Report - Fall 2017

LC Casa Ollin

Program codes (RUs): 3847HV-RES 97037

Overall Satisfaction¹

100.0%

Survey Response Rate

91.7%

There were surveys returned for 11 clients.

The satisfaction score (items 2-7 and 10-14) for this program: **4.61** out of five,
Other programs: **4.41**.

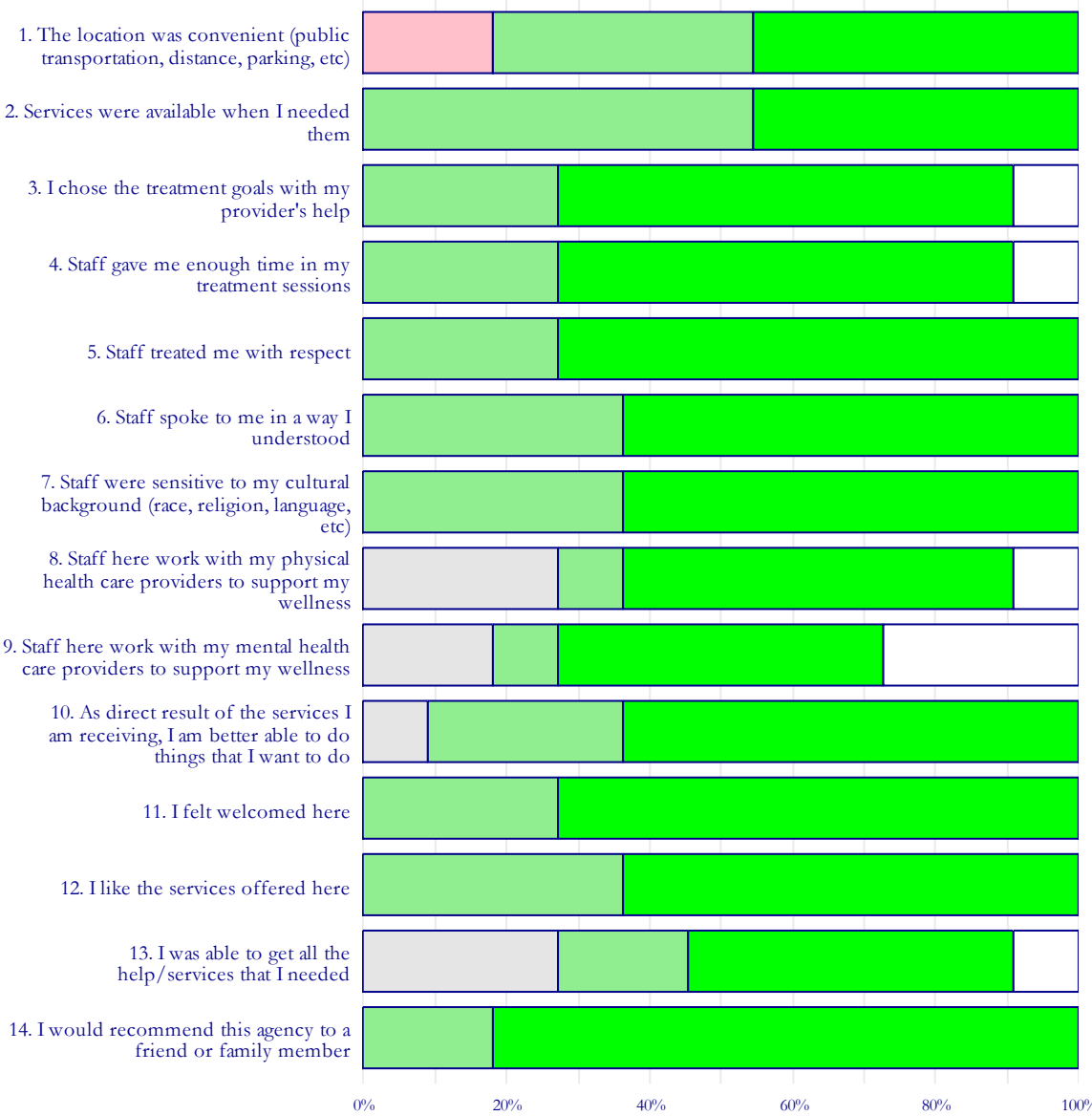
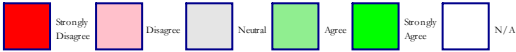
The average rating on all survey questions for LC Casa Ollin: **4.52**
Other programs: **4.39**.

Survey Compliance

Response	LC Casa Ollin	Other Programs	Total
Completed Survey	11 100 %	1935 99.9 %	1946 99.9 %
Blank Survey	0 0 %	2 0.1 %	2 0.1 %
Total	11 100 %	1937 100 %	1948 100 %

¹ Overall Satisfaction calculated using questions 2 through 7 and 10 through 14. Surveys with a mean score of 3.5 or higher were counted as "satisfied." Approximate return rate is based on count of survey forms submitted as ratio to the number of unique persons with billings in the Avatar system during the week of the survey. That percent can exceed 100 if clients were surveyed but did not generate a billing.

Satisfaction Survey



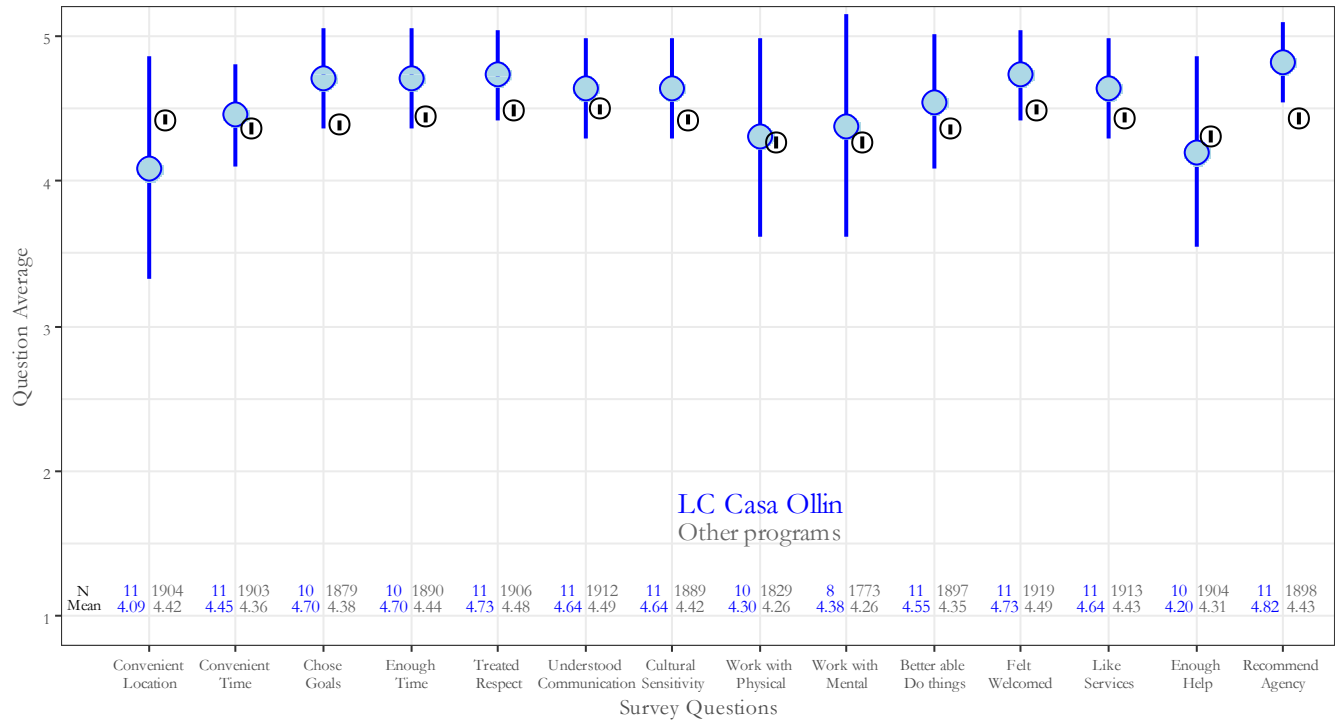
Satisfaction Survey

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A
1. The location was convenient (public transportation, distance, parking, etc)	0 0.0 %	2 18.2 %	0 0.0 %	4 36.4 %	5 45.5 %	0 0.0 %
2. Services were available when I needed them	0 0.0 %	0 0.0 %	0 0.0 %	6 54.5 %	5 45.5 %	0 0.0 %
3. I chose the treatment goals with my provider's help	0 0.0 %	0 0.0 %	0 0.0 %	3 27.3 %	7 63.6 %	1 9.1 %
4. Staff gave me enough time in my treatment sessions	0 0.0 %	0 0.0 %	0 0.0 %	3 27.3 %	7 63.6 %	1 9.1 %
5. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	3 27.3 %	8 72.7 %	0 0.0 %
6. Staff spoke to me in a way I understood	0 0.0 %	0 0.0 %	0 0.0 %	4 36.4 %	7 63.6 %	0 0.0 %
7. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	0 0.0 %	0 0.0 %	4 36.4 %	7 63.6 %	0 0.0 %
8. Staff here work with my physical health care providers to support my wellness	0 0.0 %	0 0.0 %	3 27.3 %	1 9.1 %	6 54.5 %	1 9.1 %
9. Staff here work with my mental health care providers to support my wellness	0 0.0 %	0 0.0 %	2 18.2 %	1 9.1 %	5 45.5 %	3 27.3 %
10. As direct result of the services I am receiving, I am better able to do things that I want to do	0 0.0 %	0 0.0 %	1 9.1 %	3 27.3 %	7 63.6 %	0 0.0 %
11. I felt welcomed here	0 0.0 %	0 0.0 %	0 0.0 %	3 27.3 %	8 72.7 %	0 0.0 %
12. I like the services offered here	0 0.0 %	0 0.0 %	0 0.0 %	4 36.4 %	7 63.6 %	0 0.0 %
13. I was able to get all the help/services that I needed	0 0.0 %	0 0.0 %	3 27.3 %	2 18.2 %	5 45.5 %	1 9.1 %
14. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	0 0.0 %	2 18.2 %	9 81.8 %	0 0.0 %

Satisfaction by Gender

Gender	Count	Satisfied	Percentage	Mean (1-5)
Male	11	11	100.00	4.61

Satisfaction Survey - Item Means and 95% Confidence Intervals



Satisfaction by Ethnicity

Ethnicity	Count	Satisfied	Percentage	Mean (1-5)
American Indian/Alaskan Native	2	2	100.00	5.00
Black/African American	2	2	100.00	4.59
Latinx	3	3	100.00	4.90
Multi-ethnic	3	3	100.00	4.33
Other	1	1	100.00	3.78



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Treatment Perceptions Survey Report - Fall 2017

LC Casa Quetzal

Program codes (RUs): 38472

Overall Satisfaction¹

100.0%

Survey Response Rate

100.0%

There were surveys returned for 3 clients.

The satisfaction score (items 2-7 and 10-14) for this program: **4.58** out of five,
Other programs: **4.41**.

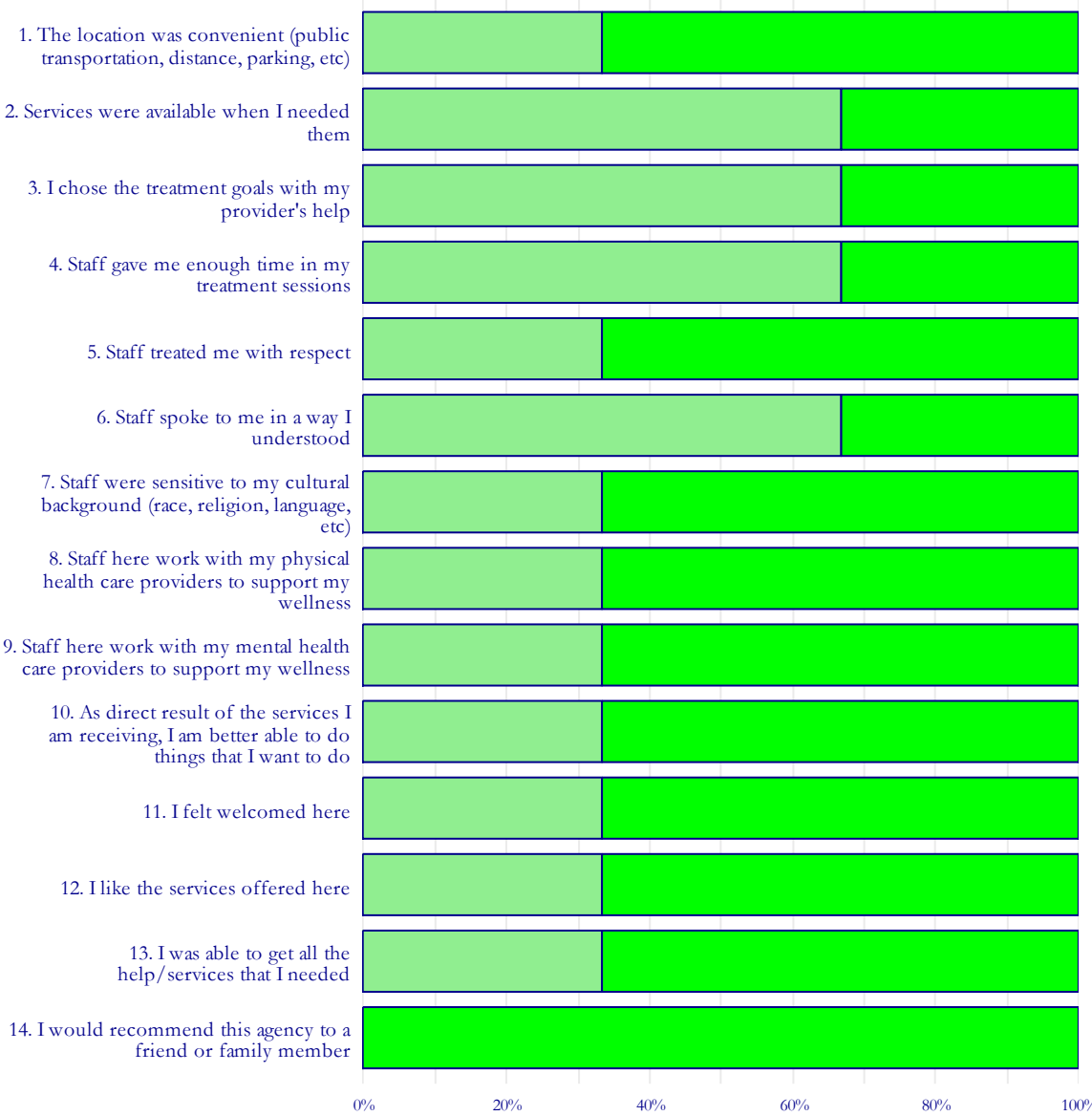
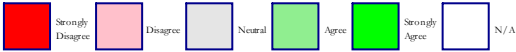
The average rating on all survey questions for LC Casa Quetzal: **4.60**
Other programs: **4.39**.

Survey Compliance

Response	LC Casa Quetzal	Other Programs	Total
Completed Survey	3 100 %	1943 99.9 %	1946 99.9 %
Blank Survey	0 0 %	2 0.1 %	2 0.1 %
Total	3 100 %	1945 100 %	1948 100 %

¹ Overall Satisfaction calculated using questions 2 through 7 and 10 through 14. Surveys with a mean score of 3.5 or higher were counted as "satisfied." Approximate return rate is based on count of survey forms submitted as ratio to the number of unique persons with billings in the Avatar system during the week of the survey. That percent can exceed 100 if clients were surveyed but did not generate a billing.

Satisfaction Survey



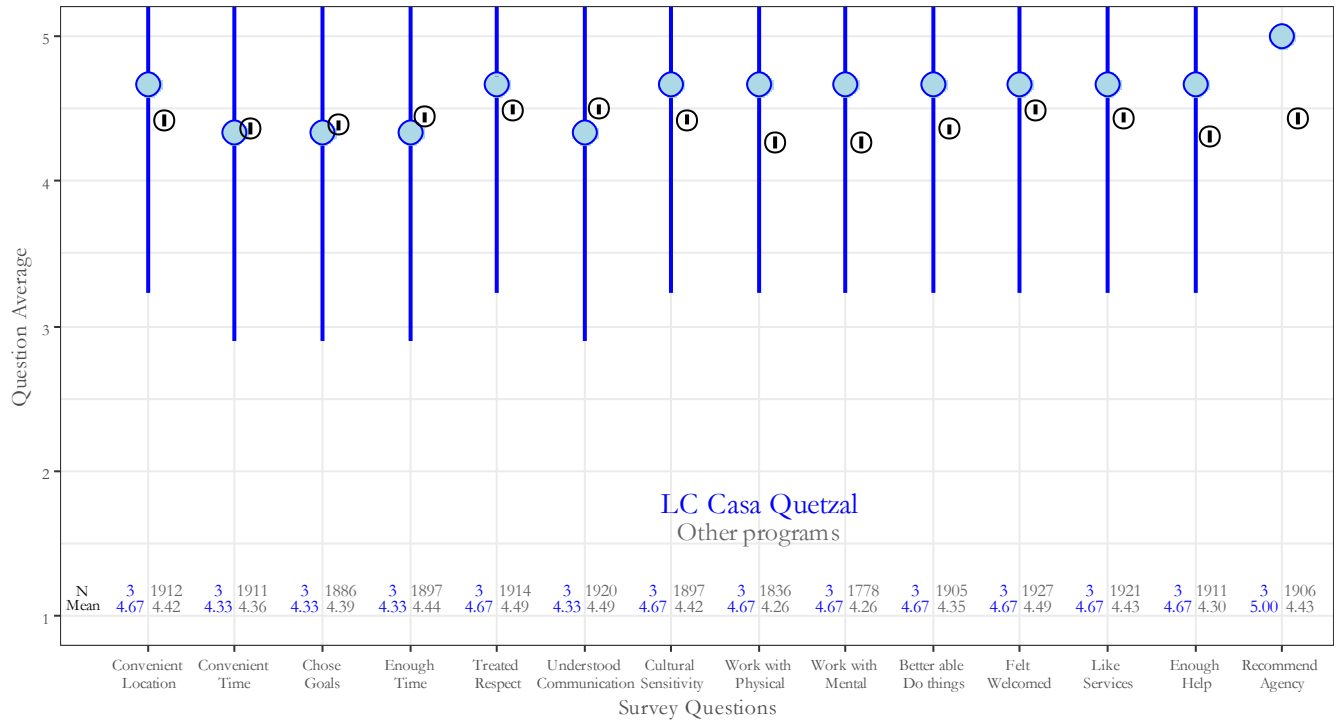
Satisfaction Survey

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A
1. The location was convenient (public transportation, distance, parking, etc)	0 0.0 %	0 0.0 %	0 0.0 %	1 33.3 %	2 66.7 %	0 0.0 %
2. Services were available when I needed them	0 0.0 %	0 0.0 %	0 0.0 %	2 66.7 %	1 33.3 %	0 0.0 %
3. I chose the treatment goals with my provider's help	0 0.0 %	0 0.0 %	0 0.0 %	2 66.7 %	1 33.3 %	0 0.0 %
4. Staff gave me enough time in my treatment sessions	0 0.0 %	0 0.0 %	0 0.0 %	2 66.7 %	1 33.3 %	0 0.0 %
5. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	1 33.3 %	2 66.7 %	0 0.0 %
6. Staff spoke to me in a way I understood	0 0.0 %	0 0.0 %	0 0.0 %	2 66.7 %	1 33.3 %	0 0.0 %
7. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	0 0.0 %	0 0.0 %	1 33.3 %	2 66.7 %	0 0.0 %
8. Staff here work with my physical health care providers to support my wellness	0 0.0 %	0 0.0 %	0 0.0 %	1 33.3 %	2 66.7 %	0 0.0 %
9. Staff here work with my mental health care providers to support my wellness	0 0.0 %	0 0.0 %	0 0.0 %	1 33.3 %	2 66.7 %	0 0.0 %
10. As direct result of the services I am receiving, I am better able to do things that I want to do	0 0.0 %	0 0.0 %	0 0.0 %	1 33.3 %	2 66.7 %	0 0.0 %
11. I felt welcomed here	0 0.0 %	0 0.0 %	0 0.0 %	1 33.3 %	2 66.7 %	0 0.0 %
12. I like the services offered here	0 0.0 %	0 0.0 %	0 0.0 %	1 33.3 %	2 66.7 %	0 0.0 %
13. I was able to get all the help/services that I needed	0 0.0 %	0 0.0 %	0 0.0 %	1 33.3 %	2 66.7 %	0 0.0 %
14. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	3 100.0 %	0 0.0 %

Satisfaction by Gender

Gender	Count	Satisfied	Percentage	Mean (1-5)
Male	3	3	100.00	4.58

Satisfaction Survey - Item Means and 95% Confidence Intervals



Satisfaction by Ethnicity

Ethnicity	Count	Satisfied	Percentage	Mean (1-5)
Latinx	1	1	100.00	5.00
Multi-ethnic	2	2	100.00	4.36



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Treatment Perceptions Survey Report - Fall 2017
MC Family Day Treatment
Program codes (RUs): 38718

Overall Satisfaction¹
100.0%

Survey Response Rate
73.7%

There were surveys returned for 14 clients.

The satisfaction score (items 2-7 and 10-14) for this program: **4.82** out of five,
Other programs: **4.41**.

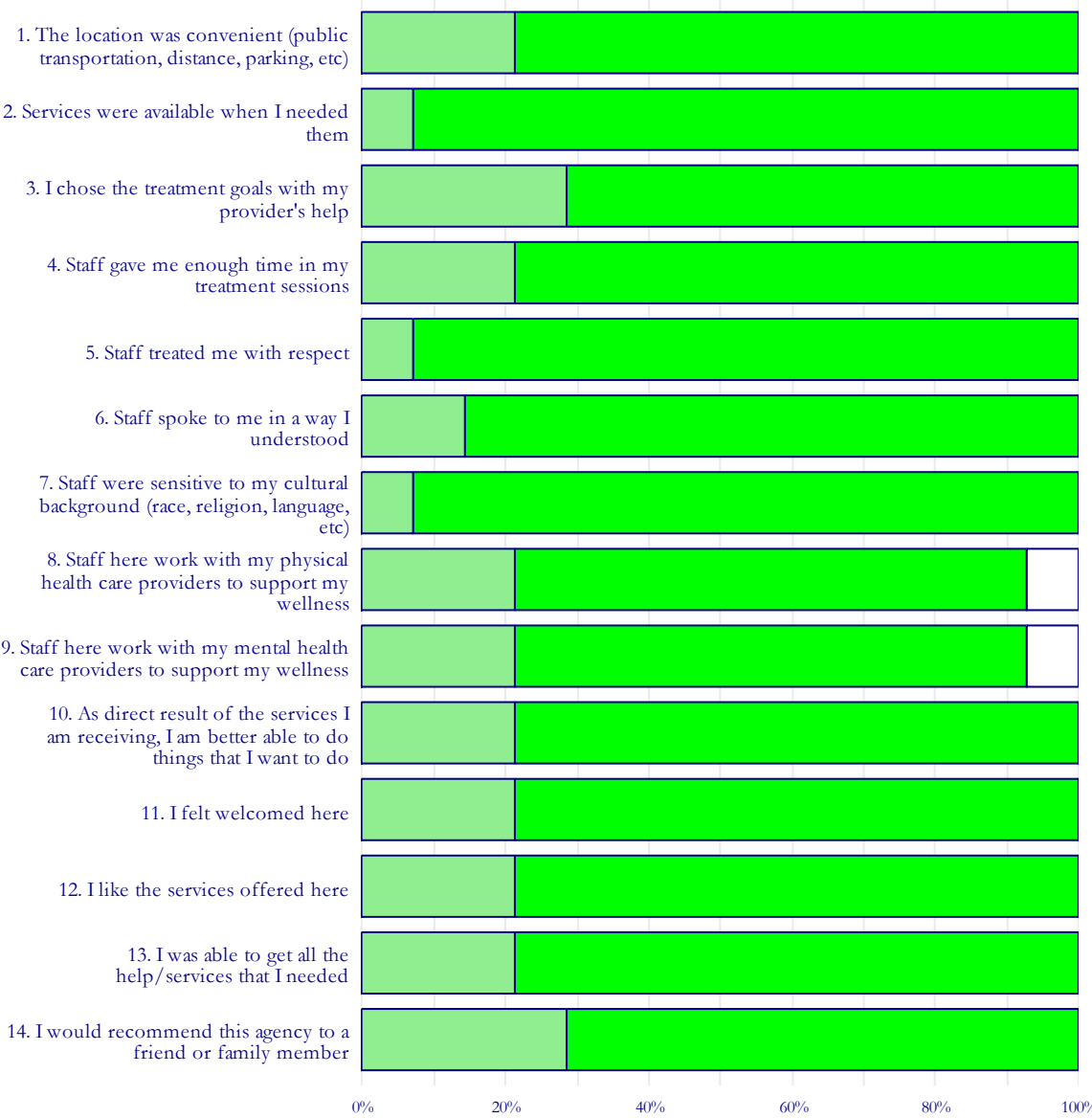
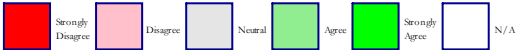
The average rating on all survey questions for MC Family Day Treatment: **4.81**
Other programs: **4.39**.

Survey Compliance

Response	MC Family Day Treatment	Other Programs	Total
Completed Survey	14 100 %	1932 99.9 %	1946 99.9 %
Blank Survey	0 0 %	2 0.1 %	2 0.1 %
Total	14 100 %	1934 100 %	1948 100 %

¹ Overall Satisfaction calculated using questions 2 through 7 and 10 through 14. Surveys with a mean score of 3.5 or higher were counted as "satisfied." Approximate return rate is based on count of survey forms submitted as ratio to the number of unique persons with billings in the Avatar system during the week of the survey. That percent can exceed 100 if clients were surveyed but did not generate a billing.

Satisfaction Survey



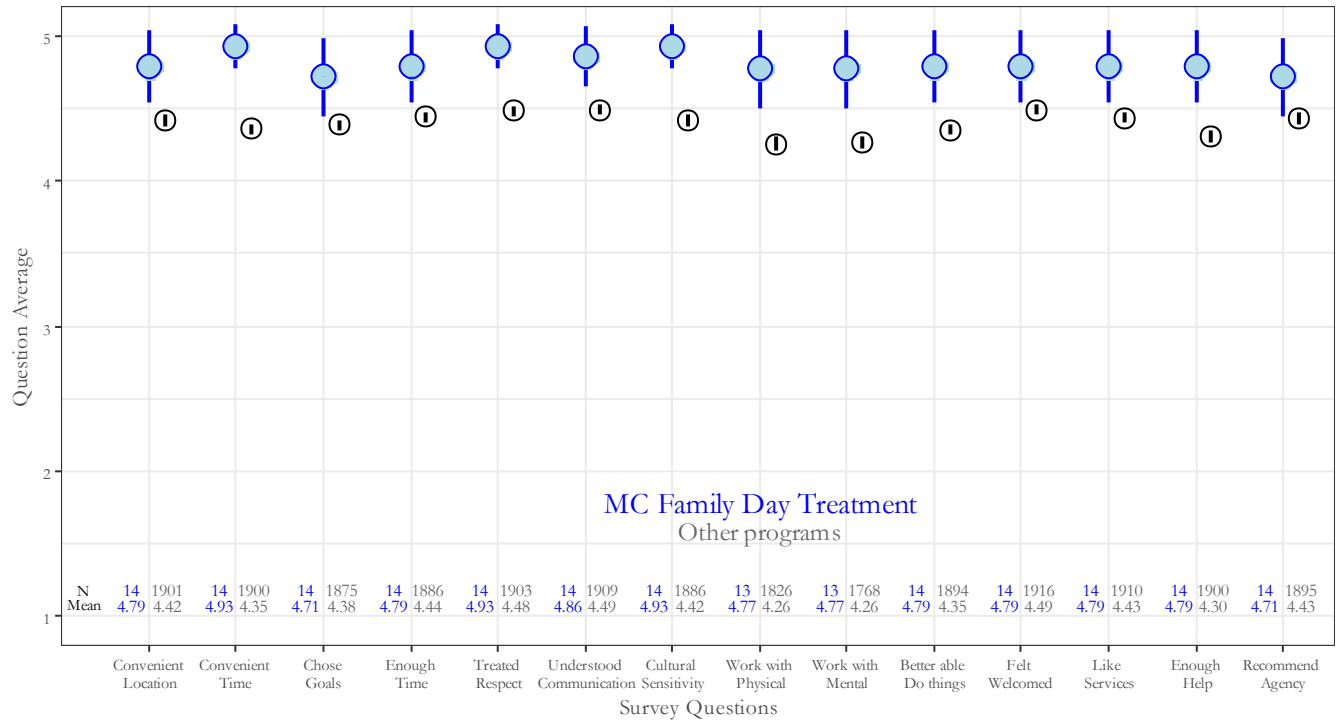
Satisfaction Survey

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A
1. The location was convenient (public transportation, distance, parking, etc)	0 0.0 %	0 0.0 %	0 0.0 %	3 21.4 %	11 78.6 %	0 0.0 %
2. Services were available when I needed them	0 0.0 %	0 0.0 %	0 0.0 %	1 7.1 %	13 92.9 %	0 0.0 %
3. I chose the treatment goals with my provider's help	0 0.0 %	0 0.0 %	0 0.0 %	4 28.6 %	10 71.4 %	0 0.0 %
4. Staff gave me enough time in my treatment sessions	0 0.0 %	0 0.0 %	0 0.0 %	3 21.4 %	11 78.6 %	0 0.0 %
5. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	1 7.1 %	13 92.9 %	0 0.0 %
6. Staff spoke to me in a way I understood	0 0.0 %	0 0.0 %	0 0.0 %	2 14.3 %	12 85.7 %	0 0.0 %
7. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	0 0.0 %	0 0.0 %	1 7.1 %	13 92.9 %	0 0.0 %
8. Staff here work with my physical health care providers to support my wellness	0 0.0 %	0 0.0 %	0 0.0 %	3 21.4 %	10 71.4 %	1 7.1 %
9. Staff here work with my mental health care providers to support my wellness	0 0.0 %	0 0.0 %	0 0.0 %	3 21.4 %	10 71.4 %	1 7.1 %
10. As direct result of the services I am receiving, I am better able to do things that I want to do	0 0.0 %	0 0.0 %	0 0.0 %	3 21.4 %	11 78.6 %	0 0.0 %
11. I felt welcomed here	0 0.0 %	0 0.0 %	0 0.0 %	3 21.4 %	11 78.6 %	0 0.0 %
12. I like the services offered here	0 0.0 %	0 0.0 %	0 0.0 %	3 21.4 %	11 78.6 %	0 0.0 %
13. I was able to get all the help/services that I needed	0 0.0 %	0 0.0 %	0 0.0 %	3 21.4 %	11 78.6 %	0 0.0 %
14. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	0 0.0 %	4 28.6 %	10 71.4 %	0 0.0 %

Satisfaction by Gender

Gender	Count	Satisfied	Percentage	Mean (1-5)
Male	14	14	100.00	4.82

Satisfaction Survey - Item Means and 95% Confidence Intervals



Satisfaction by Ethnicity

Ethnicity	Count	Satisfied	Percentage	Mean (1-5)
Latinx	14	14	100.00	4.82



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Treatment Perceptions Survey Report - Fall 2017

MC Outpatient

Program codes (RUs): 38561

Overall Satisfaction¹

95.2%

Survey Response Rate

300.0%

There were surveys returned for 42 clients.

The satisfaction score (items 2-7 and 10-14) for this program: **4.53** out of five,
Other programs: **4.41**.

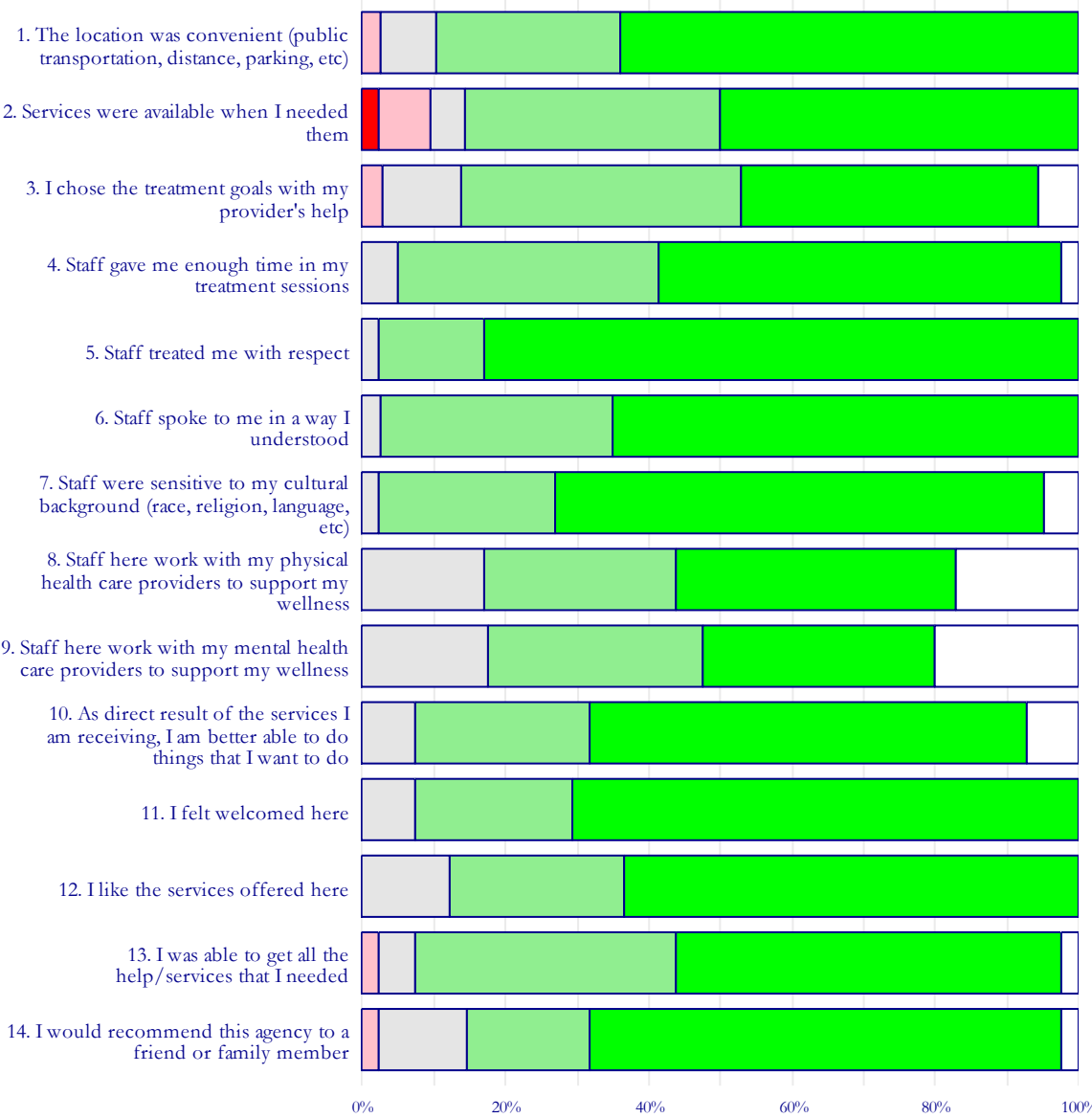
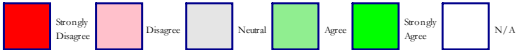
The average rating on all survey questions for MC Outpatient: **4.49**
Other programs: **4.39**.

Survey Compliance

Response	MC Outpatient	Other Programs	Total
Completed Survey	42 100 %	1904 99.9 %	1946 99.9 %
Blank Survey	0 0 %	2 0.1 %	2 0.1 %
Total	42 100 %	1906 100 %	1948 100 %

¹ Overall Satisfaction calculated using questions 2 through 7 and 10 through 14. Surveys with a mean score of 3.5 or higher were counted as "satisfied." Approximate return rate is based on count of survey forms submitted as ratio to the number of unique persons with billings in the Avatar system during the week of the survey. That percent can exceed 100 if clients were surveyed but did not generate a billing.

Satisfaction Survey



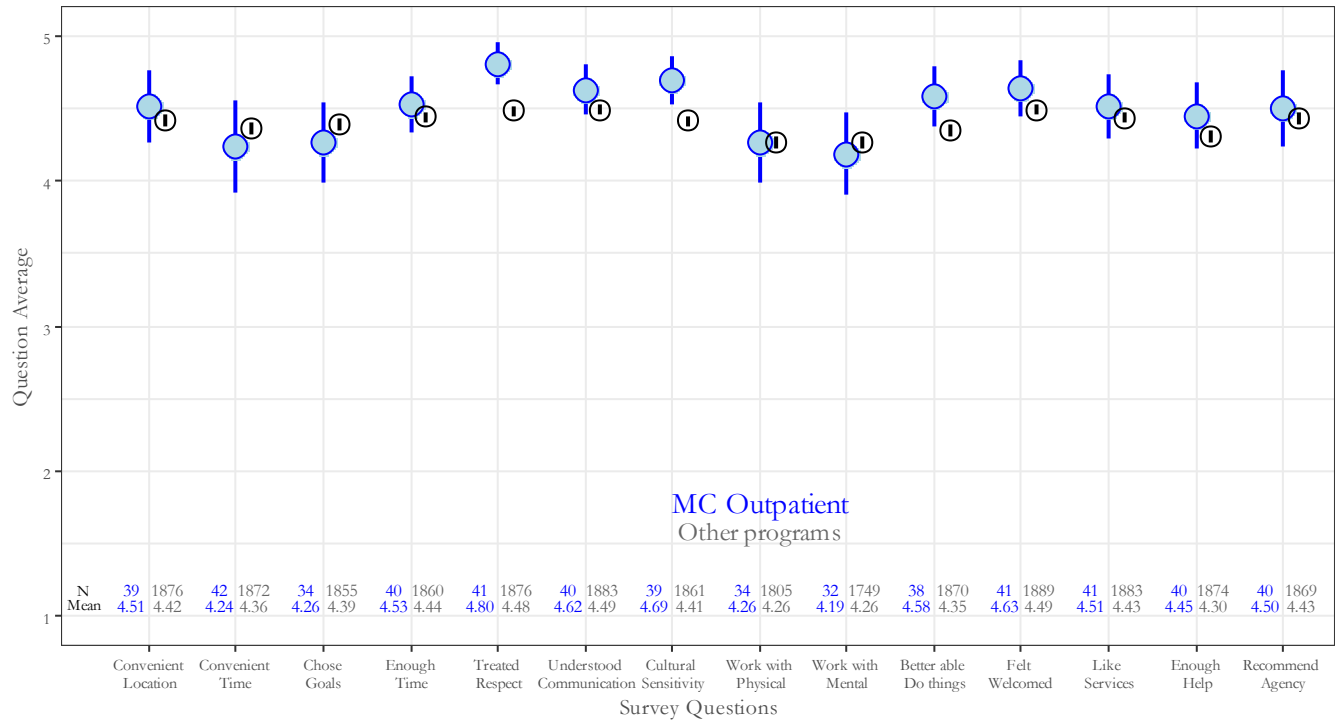
Satisfaction Survey

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A
1. The location was convenient (public transportation, distance, parking, etc)	0 0.0 %	1 2.6 %	3 7.7 %	10 25.6 %	25 64.1 %	0 0.0 %
2. Services were available when I needed them	1 2.4 %	3 7.1 %	2 4.8 %	15 35.7 %	21 50.0 %	0 0.0 %
3. I chose the treatment goals with my provider's help	0 0.0 %	1 2.8 %	4 11.1 %	14 38.9 %	15 41.7 %	2 5.6 %
4. Staff gave me enough time in my treatment sessions	0 0.0 %	0 0.0 %	2 4.9 %	15 36.6 %	23 56.1 %	1 2.4 %
5. Staff treated me with respect	0 0.0 %	0 0.0 %	1 2.4 %	6 14.6 %	34 82.9 %	0 0.0 %
6. Staff spoke to me in a way I understood	0 0.0 %	0 0.0 %	1 2.5 %	13 32.5 %	26 65.0 %	0 0.0 %
7. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	0 0.0 %	1 2.4 %	10 24.4 %	28 68.3 %	2 4.9 %
8. Staff here work with my physical health care providers to support my wellness	0 0.0 %	0 0.0 %	7 17.1 %	11 26.8 %	16 39.0 %	7 17.1 %
9. Staff here work with my mental health care providers to support my wellness	0 0.0 %	0 0.0 %	7 17.5 %	12 30.0 %	13 32.5 %	8 20.0 %
10. As direct result of the services I am receiving, I am better able to do things that I want to do	0 0.0 %	0 0.0 %	3 7.3 %	10 24.4 %	25 61.0 %	3 7.3 %
11. I felt welcomed here	0 0.0 %	0 0.0 %	3 7.3 %	9 21.9 %	29 70.7 %	0 0.0 %
12. I like the services offered here	0 0.0 %	0 0.0 %	5 12.2 %	10 24.4 %	26 63.4 %	0 0.0 %
13. I was able to get all the help/services that I needed	0 0.0 %	1 2.4 %	2 4.9 %	15 36.6 %	22 53.7 %	1 2.4 %
14. I would recommend this agency to a friend or family member	0 0.0 %	1 2.4 %	5 12.2 %	7 17.1 %	27 65.8 %	1 2.4 %

Satisfaction by Gender

Gender	Count	Satisfied	Percentage	Mean (1-5)
Female	9	8	88.89	4.31
Male	29	28	96.55	4.55
Decline/No answer	4	4	100.00	4.88

Satisfaction Survey - Item Means and 95% Confidence Intervals



Satisfaction by Ethnicity

Ethnicity	Count	Satisfied	Percentage	Mean (1-5)
Asian	3	2	66.67	4.27
Black/African American	1	1	100.00	4.73
Latinx	19	19	100.00	4.55
White/Caucasian	8	7	87.50	4.40
Multi-ethnic	6	6	100.00	4.47
Unknown	5	5	100.00	4.83



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Treatment Perceptions Survey Report - Fall 2017

MSJ Epiphany House Broderick

Program codes (RUs): 38812

Overall Satisfaction¹

30.0%

Survey Response Rate

111.1%

There were surveys returned for 10 clients.

The satisfaction score (items 2-7 and 10-14) for this program: **2.89** out of five,
Other programs: **4.42**.

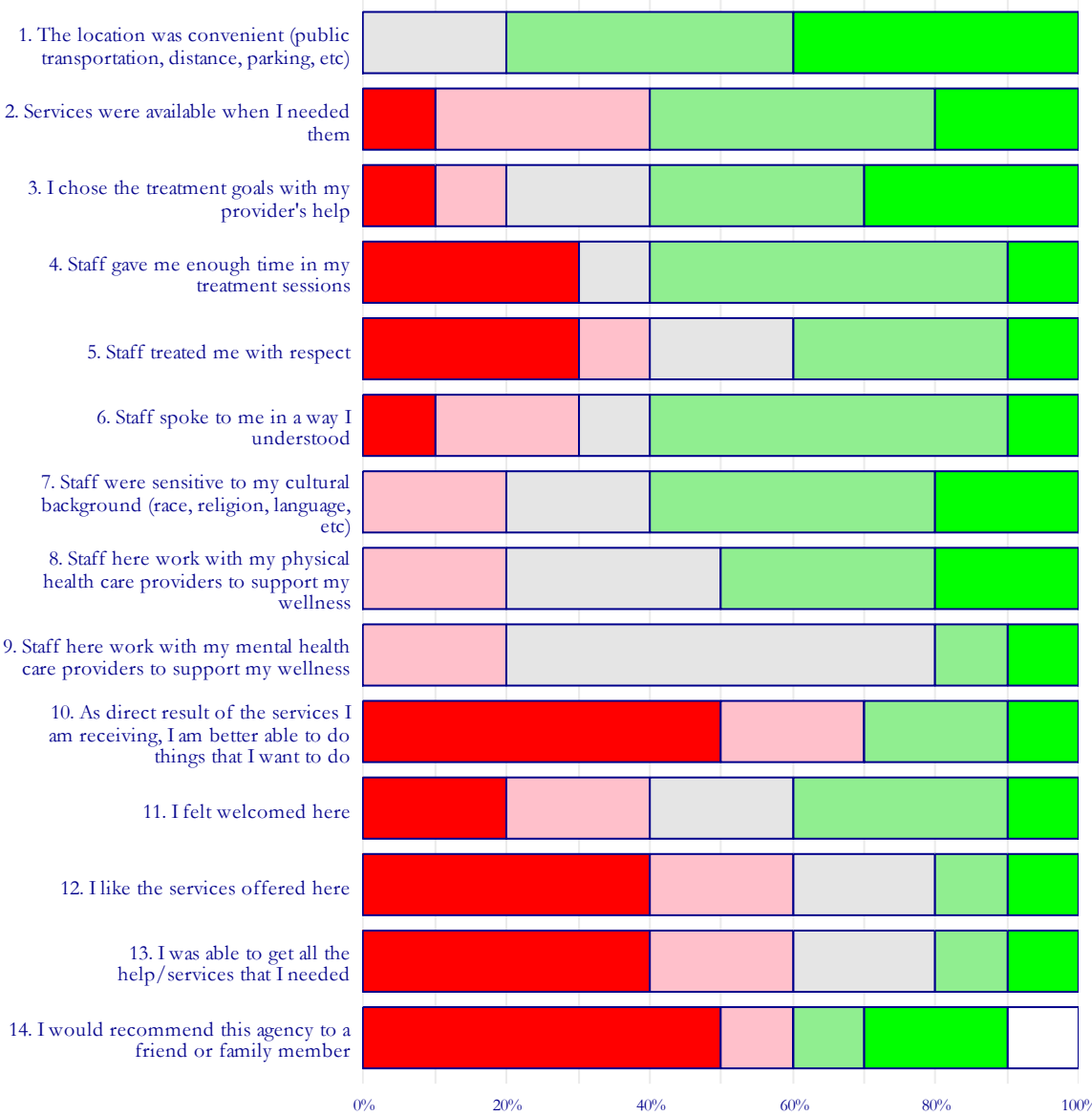
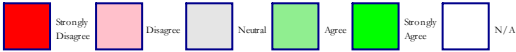
The average rating on all survey questions for MSJ Epiphany House Broderick: **3.05**
Other programs: **4.40**.

Survey Compliance

Response	MSJ Epiphany House Broderick	Other Programs	Total
Completed Survey	10 100 %	1936 99.9 %	1946 99.9 %
Blank Survey	0 0 %	2 0.1 %	2 0.1 %
Total	10 100 %	1938 100 %	1948 100 %

¹ Overall Satisfaction calculated using questions 2 through 7 and 10 through 14. Surveys with a mean score of 3.5 or higher were counted as "satisfied." Approximate return rate is based on count of survey forms submitted as ratio to the number of unique persons with billings in the Avatar system during the week of the survey. That percent can exceed 100 if clients were surveyed but did not generate a billing.

Satisfaction Survey



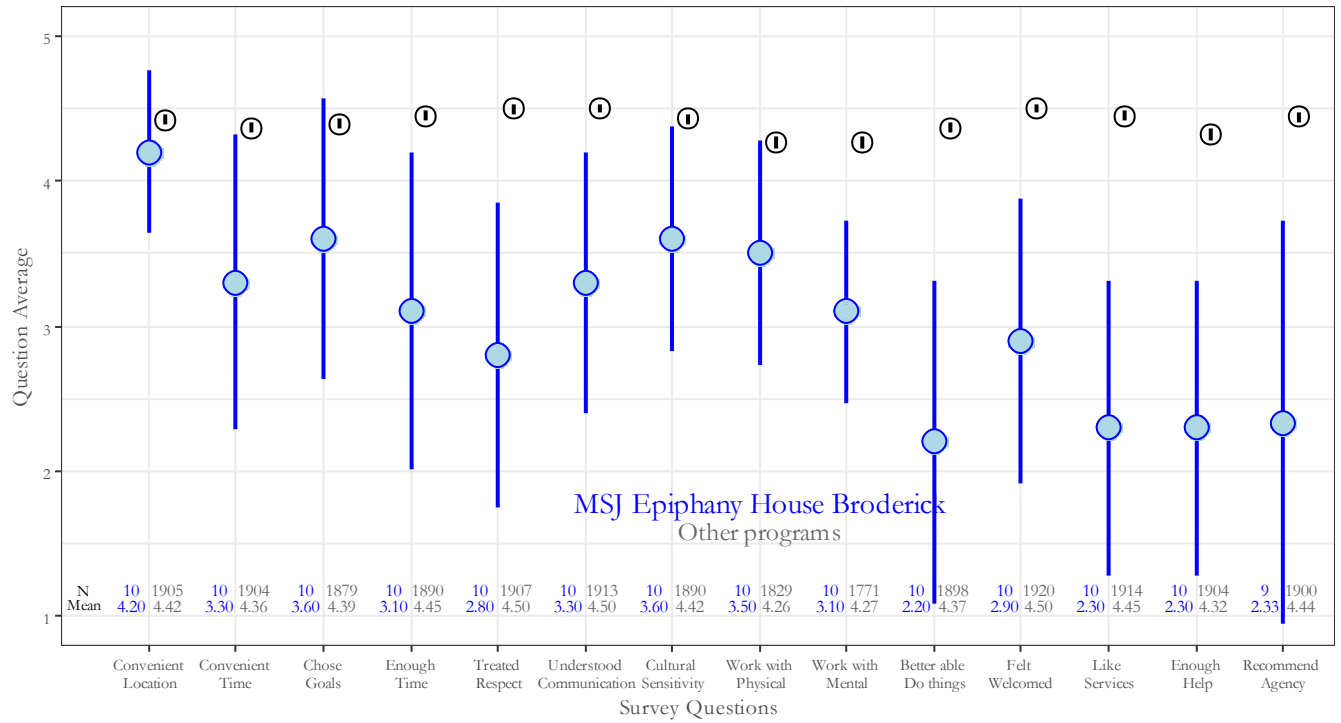
Satisfaction Survey

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A
1. The location was convenient (public transportation, distance, parking, etc)	0 0.0 %	0 0.0 %	2 20.0 %	4 40.0 %	4 40.0 %	0 0.0 %
2. Services were available when I needed them	1 10.0 %	3 30.0 %	0 0.0 %	4 40.0 %	2 20.0 %	0 0.0 %
3. I chose the treatment goals with my provider's help	1 10.0 %	1 10.0 %	2 20.0 %	3 30.0 %	3 30.0 %	0 0.0 %
4. Staff gave me enough time in my treatment sessions	3 30.0 %	0 0.0 %	1 10.0 %	5 50.0 %	1 10.0 %	0 0.0 %
5. Staff treated me with respect	3 30.0 %	1 10.0 %	2 20.0 %	3 30.0 %	1 10.0 %	0 0.0 %
6. Staff spoke to me in a way I understood	1 10.0 %	2 20.0 %	1 10.0 %	5 50.0 %	1 10.0 %	0 0.0 %
7. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	2 20.0 %	2 20.0 %	4 40.0 %	2 20.0 %	0 0.0 %
8. Staff here work with my physical health care providers to support my wellness	0 0.0 %	2 20.0 %	3 30.0 %	3 30.0 %	2 20.0 %	0 0.0 %
9. Staff here work with my mental health care providers to support my wellness	0 0.0 %	2 20.0 %	6 60.0 %	1 10.0 %	1 10.0 %	0 0.0 %
10. As direct result of the services I am receiving, I am better able to do things that I want to do	5 50.0 %	2 20.0 %	0 0.0 %	2 20.0 %	1 10.0 %	0 0.0 %
11. I felt welcomed here	2 20.0 %	2 20.0 %	2 20.0 %	3 30.0 %	1 10.0 %	0 0.0 %
12. I like the services offered here	4 40.0 %	2 20.0 %	2 20.0 %	1 10.0 %	1 10.0 %	0 0.0 %
13. I was able to get all the help/services that I needed	4 40.0 %	2 20.0 %	2 20.0 %	1 10.0 %	1 10.0 %	0 0.0 %
14. I would recommend this agency to a friend or family member	5 50.0 %	1 10.0 %	0 0.0 %	1 10.0 %	2 20.0 %	1 10.0 %

Satisfaction by Gender

Gender	Count	Satisfied	Percentage	Mean (1-5)
Female	9	2	22.22	2.76
Transgender	1	1	100.00	4.09

Satisfaction Survey - Item Means and 95% Confidence Intervals



Satisfaction by Ethnicity

Ethnicity	Count	Satisfied	Percentage	Mean (1-5)
Black/African American	1	0	0.00	2.91
Native Hawaiian/Pacific Islander	1	0	0.00	3.40
White/Caucasian	6	1	16.67	2.44
Other	1	1	100.00	3.91
Unknown	1	1	100.00	4.09



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Treatment Perceptions Survey Report - Fall 2017

MSJ Epiphany Residential Masonic

Program codes (RUs): 38432

Overall Satisfaction¹

75.0%

Survey Response Rate

100.0%

There were surveys returned for 8 clients.

The satisfaction score (items 2-7 and 10-14) for this program: **3.78** out of five,
Other programs: **4.41**.

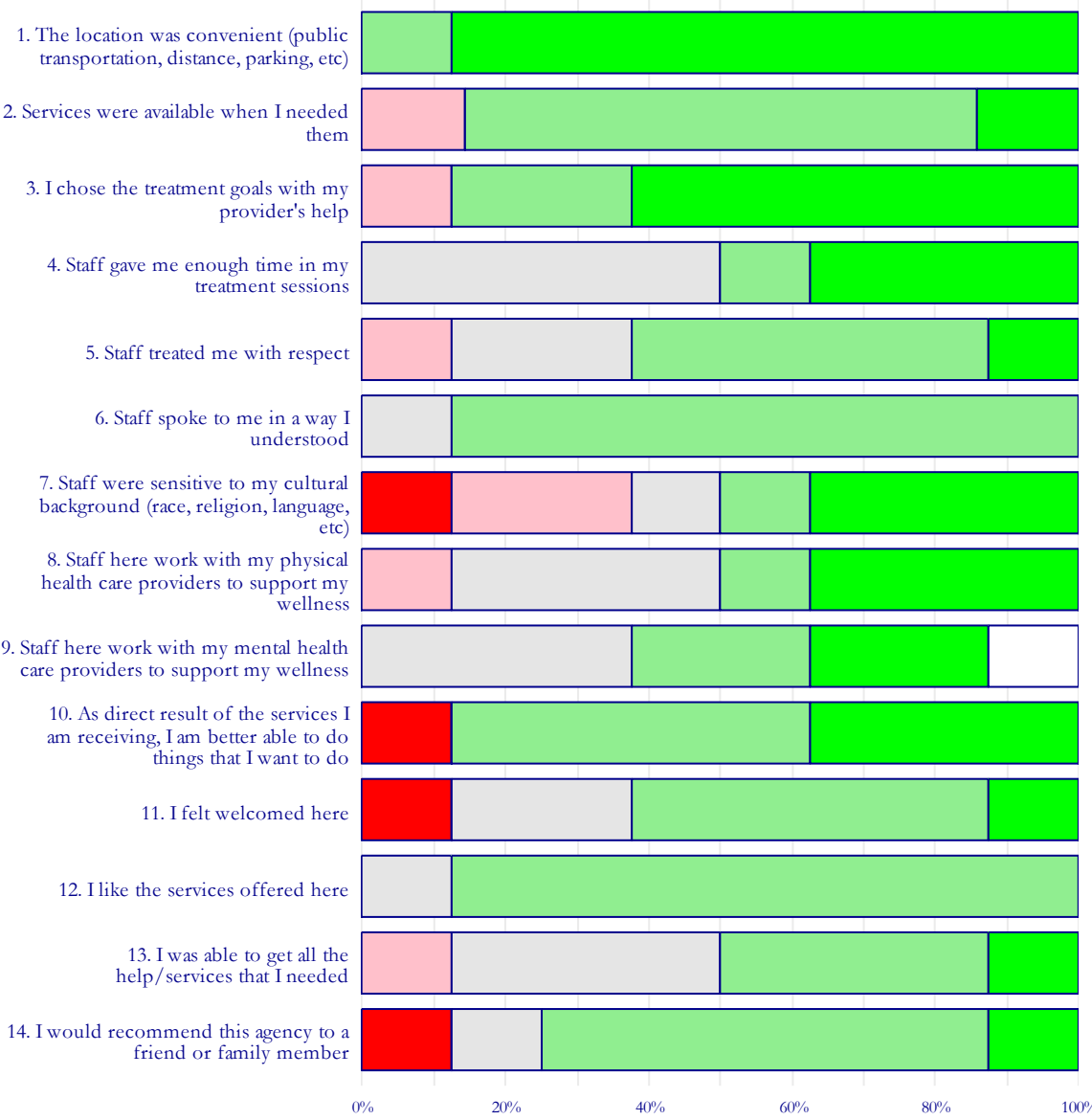
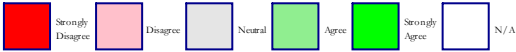
The average rating on all survey questions for MSJ Epiphany Residential Masonic: **3.85**
Other programs: **4.39**.

Survey Compliance

Response	MSJ Epiphany Residential Masonic	Other Programs	Total
Completed Survey	8 100 %	1938 99.9 %	1946 99.9 %
Blank Survey	0 0 %	2 0.1 %	2 0.1 %
Total	8 100 %	1940 100 %	1948 100 %

¹ Overall Satisfaction calculated using questions 2 through 7 and 10 through 14. Surveys with a mean score of 3.5 or higher were counted as "satisfied." Approximate return rate is based on count of survey forms submitted as ratio to the number of unique persons with billings in the Avatar system during the week of the survey. That percent can exceed 100 if clients were surveyed but did not generate a billing.

Satisfaction Survey



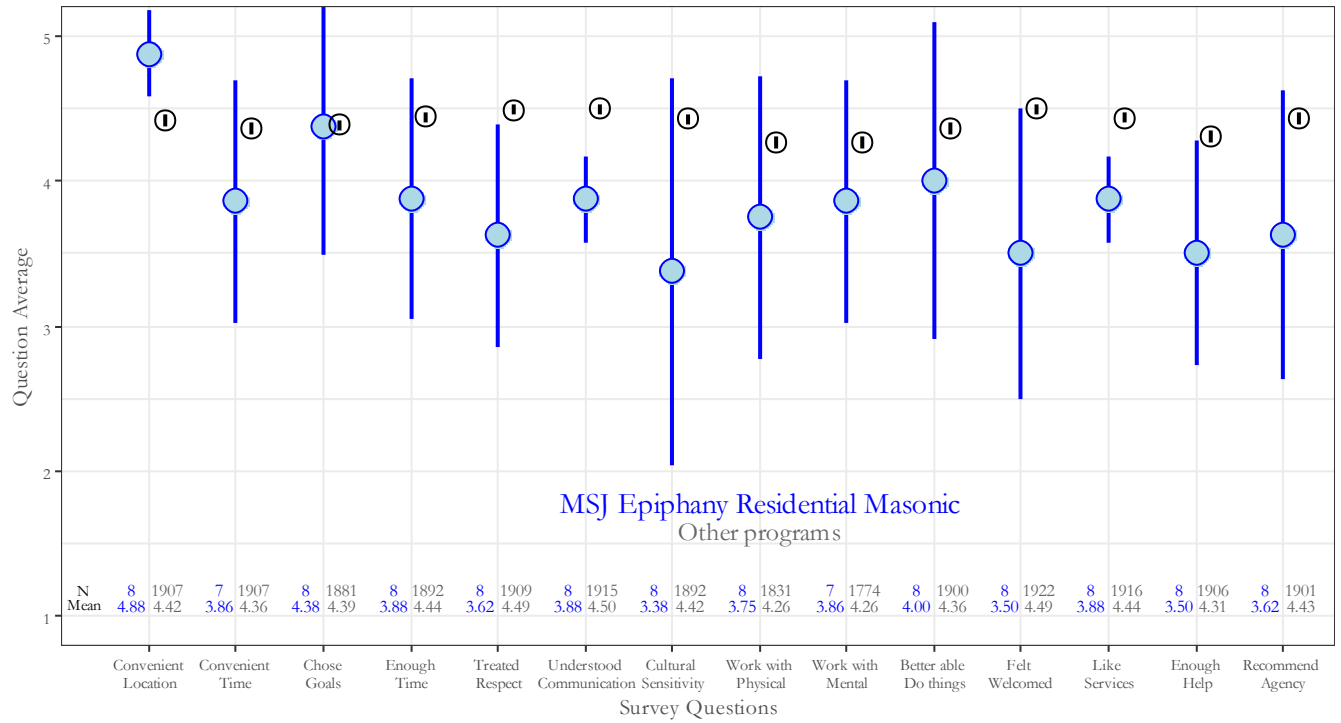
Satisfaction Survey

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A
1. The location was convenient (public transportation, distance, parking, etc)	0 0.0 %	0 0.0 %	0 0.0 %	1 12.5 %	7 87.5 %	0 0.0 %
2. Services were available when I needed them	0 0.0 %	1 14.3 %	0 0.0 %	5 71.4 %	1 14.3 %	0 0.0 %
3. I chose the treatment goals with my provider's help	0 0.0 %	1 12.5 %	0 0.0 %	2 25.0 %	5 62.5 %	0 0.0 %
4. Staff gave me enough time in my treatment sessions	0 0.0 %	0 0.0 %	4 50.0 %	1 12.5 %	3 37.5 %	0 0.0 %
5. Staff treated me with respect	0 0.0 %	1 12.5 %	2 25.0 %	4 50.0 %	1 12.5 %	0 0.0 %
6. Staff spoke to me in a way I understood	0 0.0 %	0 0.0 %	1 12.5 %	7 87.5 %	0 0.0 %	0 0.0 %
7. Staff were sensitive to my cultural background (race, religion, language, etc)	1 12.5 %	2 25.0 %	1 12.5 %	1 12.5 %	3 37.5 %	0 0.0 %
8. Staff here work with my physical health care providers to support my wellness	0 0.0 %	1 12.5 %	3 37.5 %	1 12.5 %	3 37.5 %	0 0.0 %
9. Staff here work with my mental health care providers to support my wellness	0 0.0 %	0 0.0 %	3 37.5 %	2 25.0 %	2 25.0 %	1 12.5 %
10. As direct result of the services I am receiving, I am better able to do things that I want to do	1 12.5 %	0 0.0 %	0 0.0 %	4 50.0 %	3 37.5 %	0 0.0 %
11. I felt welcomed here	1 12.5 %	0 0.0 %	2 25.0 %	4 50.0 %	1 12.5 %	0 0.0 %
12. I like the services offered here	0 0.0 %	0 0.0 %	1 12.5 %	7 87.5 %	0 0.0 %	0 0.0 %
13. I was able to get all the help/services that I needed	0 0.0 %	1 12.5 %	3 37.5 %	3 37.5 %	1 12.5 %	0 0.0 %
14. I would recommend this agency to a friend or family member	1 12.5 %	0 0.0 %	1 12.5 %	5 62.5 %	1 12.5 %	0 0.0 %

Satisfaction by Gender

Gender	Count	Satisfied	Percentage	Mean (1-5)
Female	6	6	100.00	4.10
Decline/No answer	2	0	0.00	2.82

Satisfaction Survey - Item Means and 95% Confidence Intervals



Satisfaction by Ethnicity

Ethnicity	Count	Satisfied	Percentage	Mean (1-5)
Black/African American	3	1	33.33	3.24
Latinx	1	1	100.00	3.91
White/Caucasian	3	3	100.00	4.28
Unknown	1	1	100.00	3.73



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Treatment Perceptions Survey Report - Fall 2017
St James Infirmary SA and Harm Reduction
Program codes (RUs): 8913OP

Overall Satisfaction¹
95.0%

Survey Response Rate
Not available, no Avatar billing

There were surveys returned for 20 clients.

The satisfaction score (items 2-7 and 10-14) for this program: **4.41** out of five,
Other programs: **4.41**.

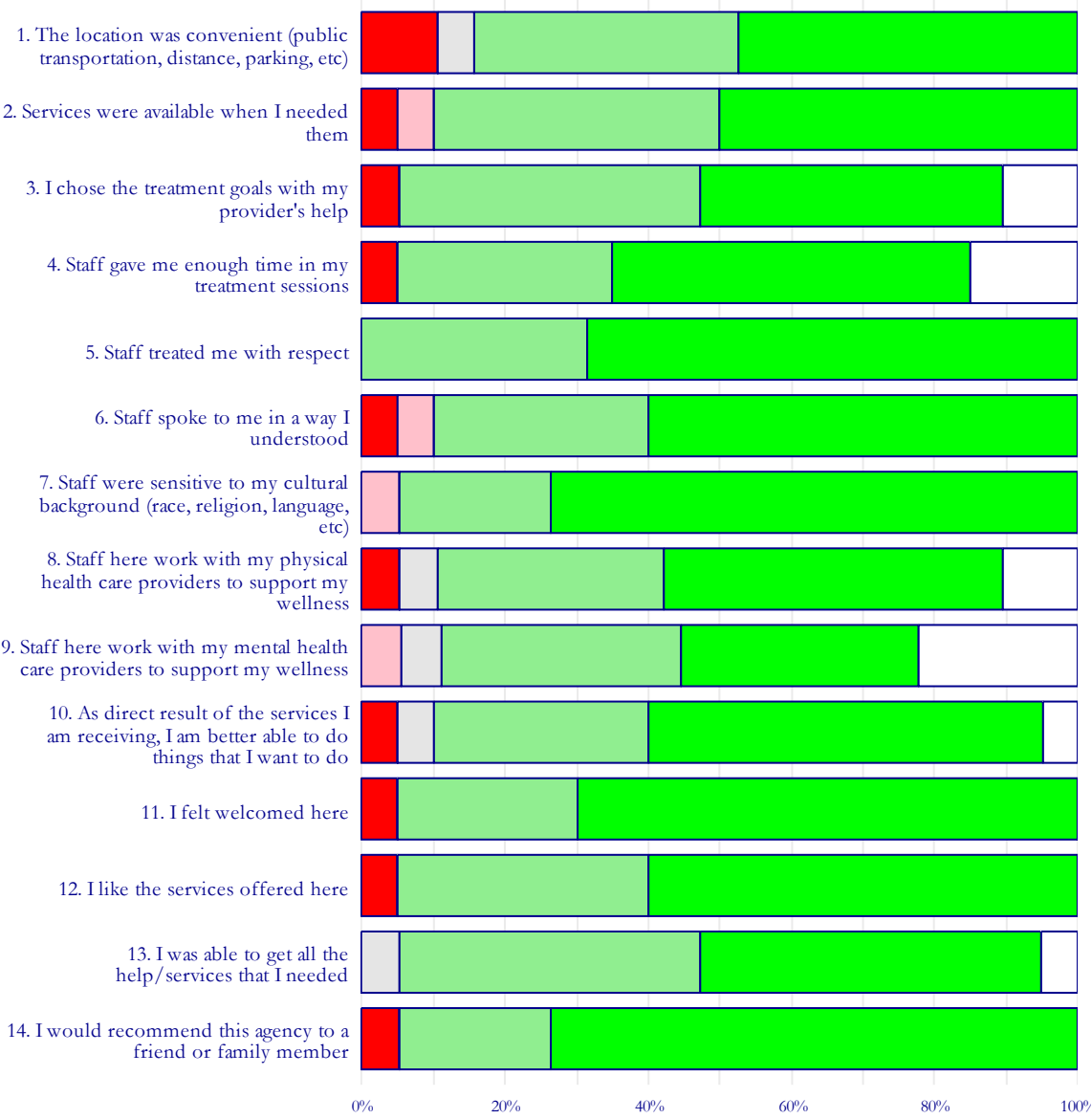
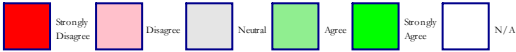
The average rating on all survey questions for St James Infirmary SA and Harm Reduction: **4.35**
Other programs: **4.39**.

Survey Compliance

Response	St James Infirmary SA and Harm Reduction	Other Programs	Total
Completed Survey	20 100 %	1926 99.9 %	1946 99.9 %
Blank Survey	0 0 %	2 0.1 %	2 0.1 %
Total	20 100 %	1928 100 %	1948 100 %

¹ Overall Satisfaction calculated using questions 2 through 7 and 10 through 14. Surveys with a mean score of 3.5 or higher were counted as "satisfied." Approximate return rate is based on count of survey forms submitted as ratio to the number of unique persons with billings in the Avatar system during the week of the survey. That percent can exceed 100 if clients were surveyed but did not generate a billing.

Satisfaction Survey



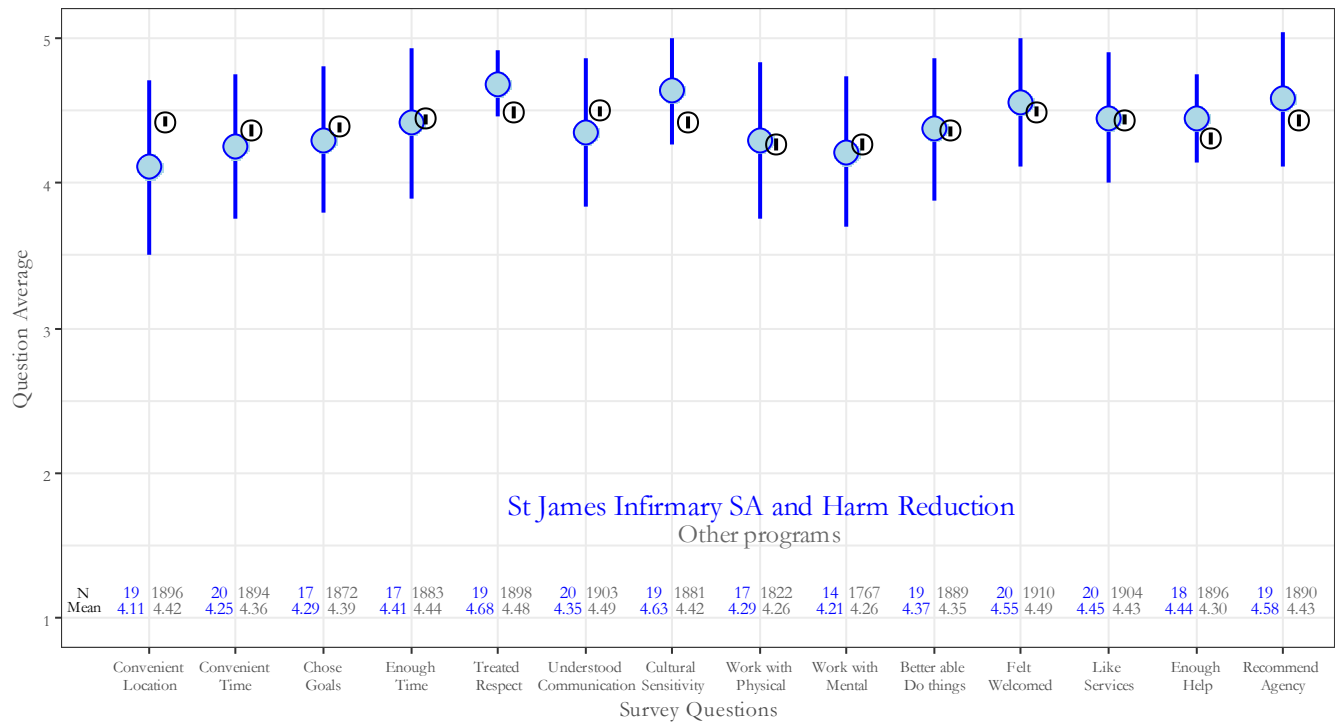
Satisfaction Survey

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A
1. The location was convenient (public transportation, distance, parking, etc)	2 10.5 %	0 0.0 %	1 5.3 %	7 36.8 %	9 47.4 %	0 0.0 %
2. Services were available when I needed them	1 5.0 %	1 5.0 %	0 0.0 %	8 40.0 %	10 50.0 %	0 0.0 %
3. I chose the treatment goals with my provider's help	1 5.3 %	0 0.0 %	0 0.0 %	8 42.1 %	8 42.1 %	2 10.5 %
4. Staff gave me enough time in my treatment sessions	1 5.0 %	0 0.0 %	0 0.0 %	6 30.0 %	10 50.0 %	3 15.0 %
5. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	6 31.6 %	13 68.4 %	0 0.0 %
6. Staff spoke to me in a way I understood	1 5.0 %	1 5.0 %	0 0.0 %	6 30.0 %	12 60.0 %	0 0.0 %
7. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	1 5.3 %	0 0.0 %	4 21.1 %	14 73.7 %	0 0.0 %
8. Staff here work with my physical health care providers to support my wellness	1 5.3 %	0 0.0 %	1 5.3 %	6 31.6 %	9 47.4 %	2 10.5 %
9. Staff here work with my mental health care providers to support my wellness	0 0.0 %	1 5.6 %	1 5.6 %	6 33.3 %	6 33.3 %	4 22.2 %
10. As direct result of the services I am receiving, I am better able to do things that I want to do	1 5.0 %	0 0.0 %	1 5.0 %	6 30.0 %	11 55.0 %	1 5.0 %
11. I felt welcomed here	1 5.0 %	0 0.0 %	0 0.0 %	5 25.0 %	14 70.0 %	0 0.0 %
12. I like the services offered here	1 5.0 %	0 0.0 %	0 0.0 %	7 35.0 %	12 60.0 %	0 0.0 %
13. I was able to get all the help/services that I needed	0 0.0 %	0 0.0 %	1 5.3 %	8 42.1 %	9 47.4 %	1 5.3 %
14. I would recommend this agency to a friend or family member	1 5.3 %	0 0.0 %	0 0.0 %	4 21.1 %	14 73.7 %	0 0.0 %

Satisfaction by Gender

Gender	Count	Satisfied	Percentage	Mean (1-5)
Female	5	5	100.00	4.55
Male	3	3	100.00	4.76
Transgender	11	10	90.91	4.19
Decline/No answer	1	1	100.00	5.00

Satisfaction Survey - Item Means and 95% Confidence Intervals



Satisfaction by Ethnicity

Ethnicity	Count	Satisfied	Percentage	Mean (1-5)
American Indian/Alaskan Native	1	1	100.00	4.27
Asian	1	1	100.00	5.00
Latinx	8	7	87.50	3.89
White/Caucasian	6	6	100.00	4.97
Multi-ethnic	1	1	100.00	4.55
Other	2	2	100.00	4.70
Unknown	1	1	100.00	4.00



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Treatment Perceptions Survey Report - Fall 2017
Stonewall Project HIV Set-Aside
Program codes (RUs): 89051

Overall Satisfaction¹
97.5%

Survey Response Rate
301.9%

There were surveys returned for 160 clients.

The satisfaction score (items 2-7 and 10-14) for this program: **4.70** out of five,
Other programs: **4.38**.

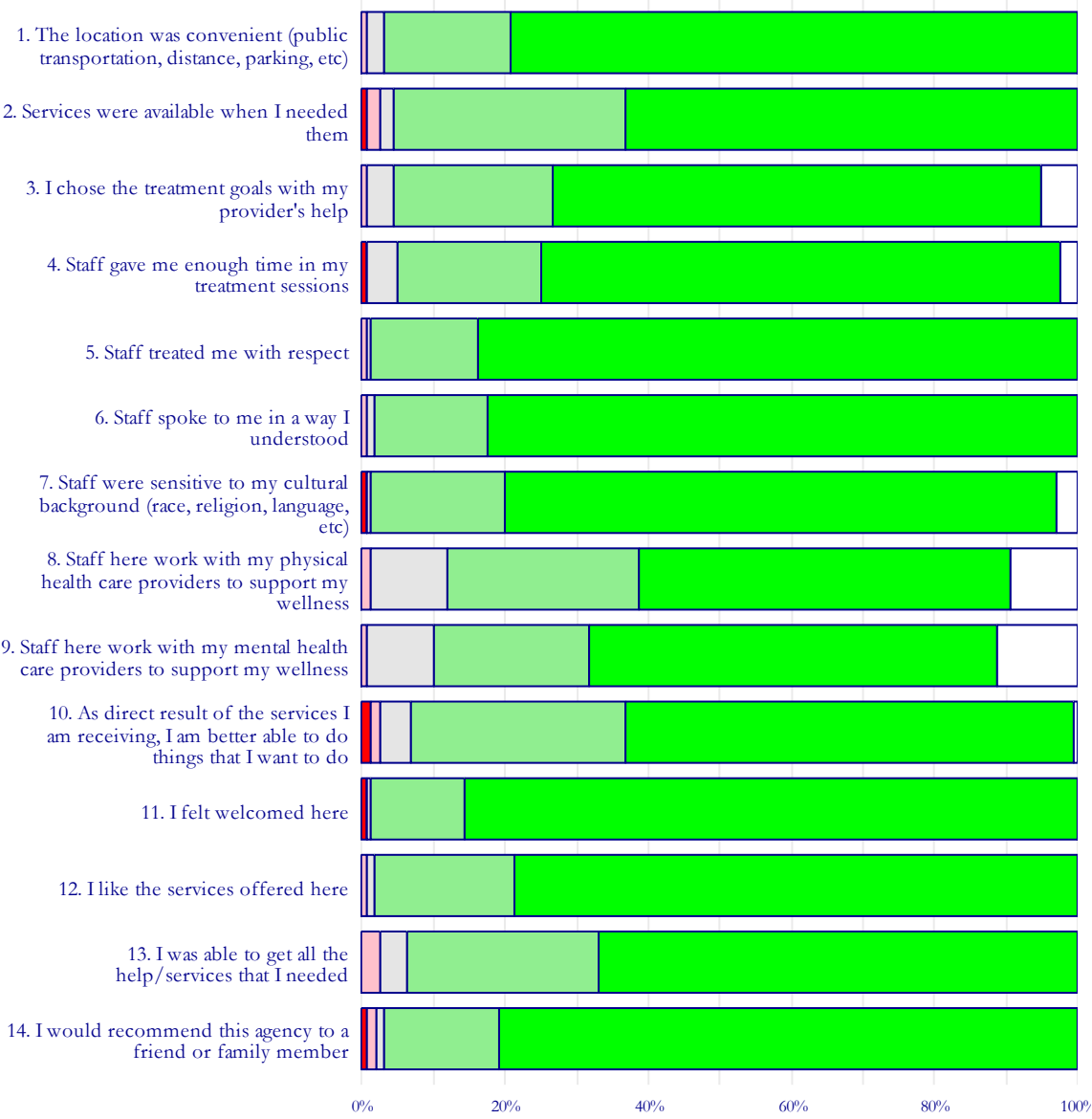
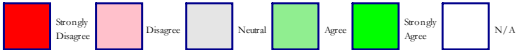
The average rating on all survey questions for Stonewall Project HIV Set-Aside: **4.67**
Other programs: **4.36**.

Survey Compliance

Response	Stonewall Project HIV Set-Aside	Other Programs	Total
Completed Survey	160 100 %	1786 99.9 %	1946 99.9 %
Blank Survey	0 0 %	2 0.1 %	2 0.1 %
Total	160 100 %	1788 100 %	1948 100 %

¹ Overall Satisfaction calculated using questions 2 through 7 and 10 through 14. Surveys with a mean score of 3.5 or higher were counted as "satisfied." Approximate return rate is based on count of survey forms submitted as ratio to the number of unique persons with billings in the Avatar system during the week of the survey. That percent can exceed 100 if clients were surveyed but did not generate a billing.

Satisfaction Survey



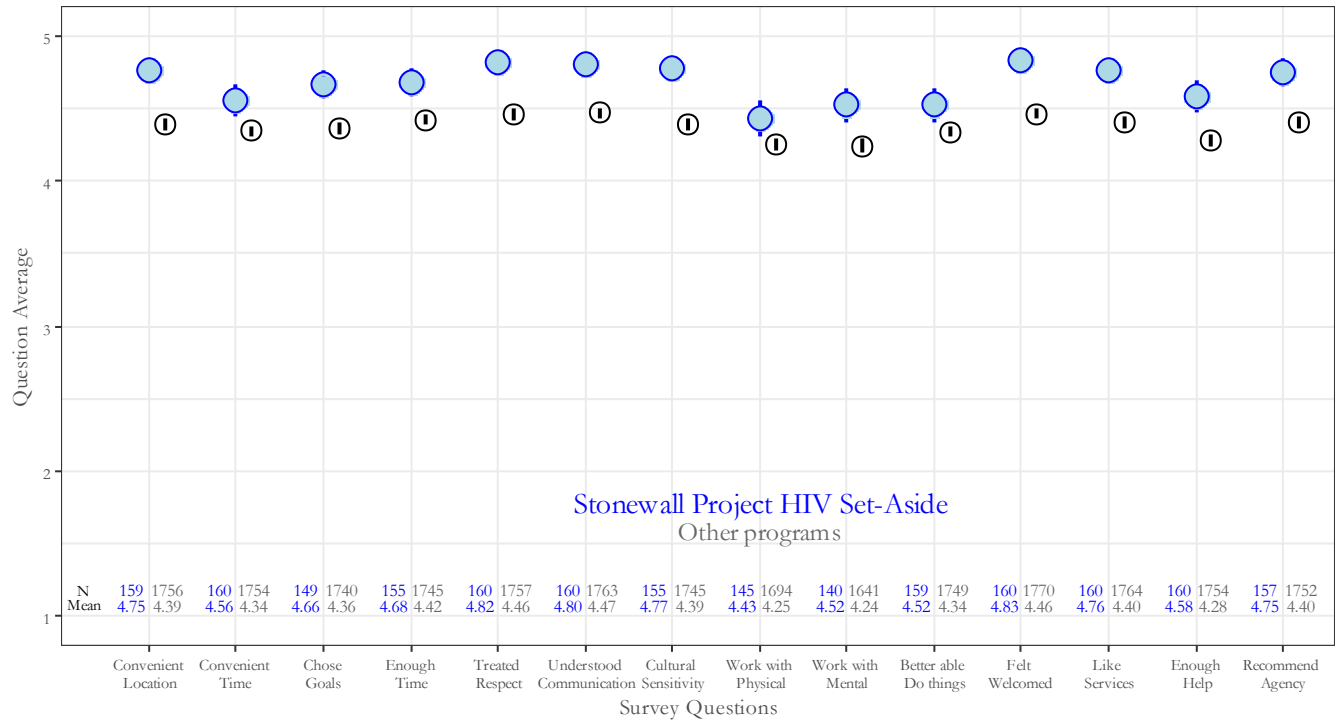
Satisfaction Survey

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A
1. The location was convenient (public transportation, distance, parking, etc)	0 0.0 %	1 0.6 %	4 2.5 %	28 17.6 %	126 79.2 %	0 0.0 %
2. Services were available when I needed them	1 0.6 %	3 1.9 %	3 1.9 %	52 32.5 %	101 63.1 %	0 0.0 %
3. I chose the treatment goals with my provider's help	0 0.0 %	1 0.6 %	6 3.8 %	35 22.3 %	107 68.2 %	8 5.1 %
4. Staff gave me enough time in my treatment sessions	1 0.6 %	0 0.0 %	7 4.4 %	32 20.1 %	115 72.3 %	4 2.5 %
5. Staff treated me with respect	0 0.0 %	1 0.6 %	1 0.6 %	24 15.0 %	134 83.8 %	0 0.0 %
6. Staff spoke to me in a way I understood	0 0.0 %	1 0.6 %	2 1.2 %	25 15.6 %	132 82.5 %	0 0.0 %
7. Staff were sensitive to my cultural background (race, religion, language, etc)	1 0.6 %	0 0.0 %	1 0.6 %	30 18.8 %	123 76.9 %	5 3.1 %
8. Staff here work with my physical health care providers to support my wellness	0 0.0 %	2 1.2 %	17 10.6 %	43 26.9 %	83 51.9 %	15 9.4 %
9. Staff here work with my mental health care providers to support my wellness	0 0.0 %	1 0.6 %	15 9.5 %	34 21.5 %	90 57.0 %	18 11.4 %
10. As direct result of the services I am receiving, I am better able to do things that I want to do	2 1.2 %	2 1.2 %	7 4.4 %	48 30.0 %	100 62.5 %	1 0.6 %
11. I felt welcomed here	1 0.6 %	0 0.0 %	1 0.6 %	21 13.1 %	137 85.6 %	0 0.0 %
12. I like the services offered here	0 0.0 %	1 0.6 %	2 1.2 %	31 19.4 %	126 78.8 %	0 0.0 %
13. I was able to get all the help/services that I needed	0 0.0 %	4 2.5 %	6 3.8 %	43 26.9 %	107 66.9 %	0 0.0 %
14. I would recommend this agency to a friend or family member	1 0.6 %	2 1.3 %	2 1.3 %	25 15.9 %	127 80.9 %	0 0.0 %

Satisfaction by Gender

Gender	Count	Satisfied	Percentage	Mean (1-5)
Male	146	143	97.95	4.71
Transgender	2	2	100.00	4.95
Decline/No answer	9	8	88.89	4.52
Other	3	3	100.00	4.82

Satisfaction Survey - Item Means and 95% Confidence Intervals



Satisfaction by Ethnicity

Ethnicity	Count	Satisfied	Percentage	Mean (1-5)
American Indian/Alaskan Native	2	2	100.00	5.00
Asian	15	15	100.00	4.82
Black/African American	11	11	100.00	4.47
Latinx	25	25	100.00	4.76
Native Hawaiian/Pacific Islander	3	2	66.67	3.75
White/Caucasian	77	77	100.00	4.76
Multi-ethnic	11	10	90.91	4.73
Other	5	5	100.00	4.44
Unknown	11	9	81.82	4.49



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Treatment Perceptions Survey Report - Fall 2017

UCSF Citywide STOP

Program codes (RUs): 38321

Overall Satisfaction¹

91.7%

Survey Response Rate

100.0%

There were surveys returned for 12 clients.

The satisfaction score (items 2-7 and 10-14) for this program: **4.23** out of five,
Other programs: **4.41**.

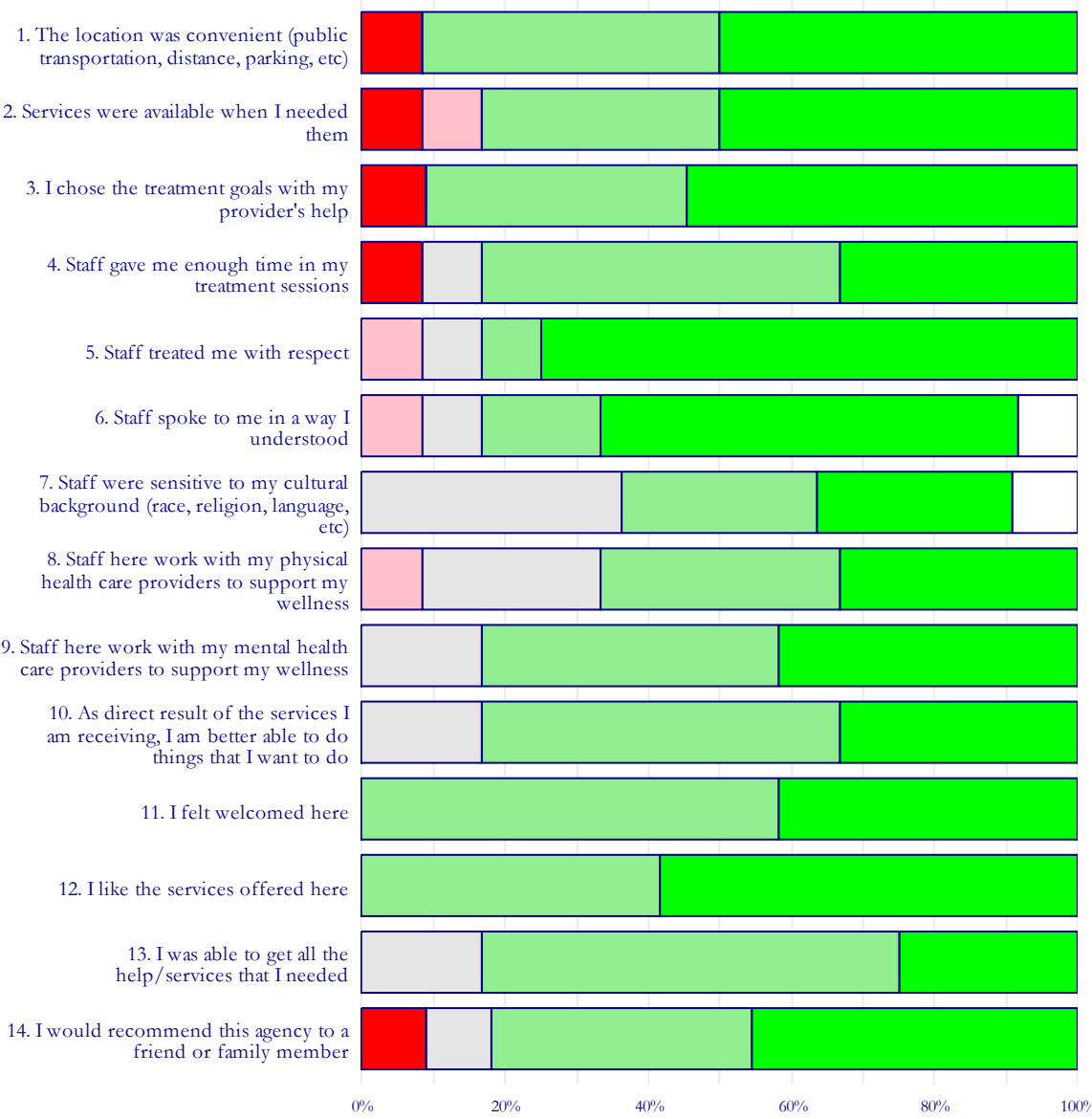
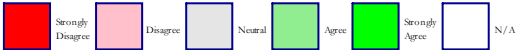
The average rating on all survey questions for UCSF Citywide STOP: **4.21**
Other programs: **4.39**.

Survey Compliance

Response	UCSF Citywide STOP	Other Programs	Total
Completed Survey	12 100 %	1934 99.9 %	1946 99.9 %
Blank Survey	0 0 %	2 0.1 %	2 0.1 %
Total	12 100 %	1936 100 %	1948 100 %

¹ Overall Satisfaction calculated using questions 2 through 7 and 10 through 14. Surveys with a mean score of 3.5 or higher were counted as "satisfied." Approximate return rate is based on count of survey forms submitted as ratio to the number of unique persons with billings in the Avatar system during the week of the survey. That percent can exceed 100 if clients were surveyed but did not generate a billing.

Satisfaction Survey



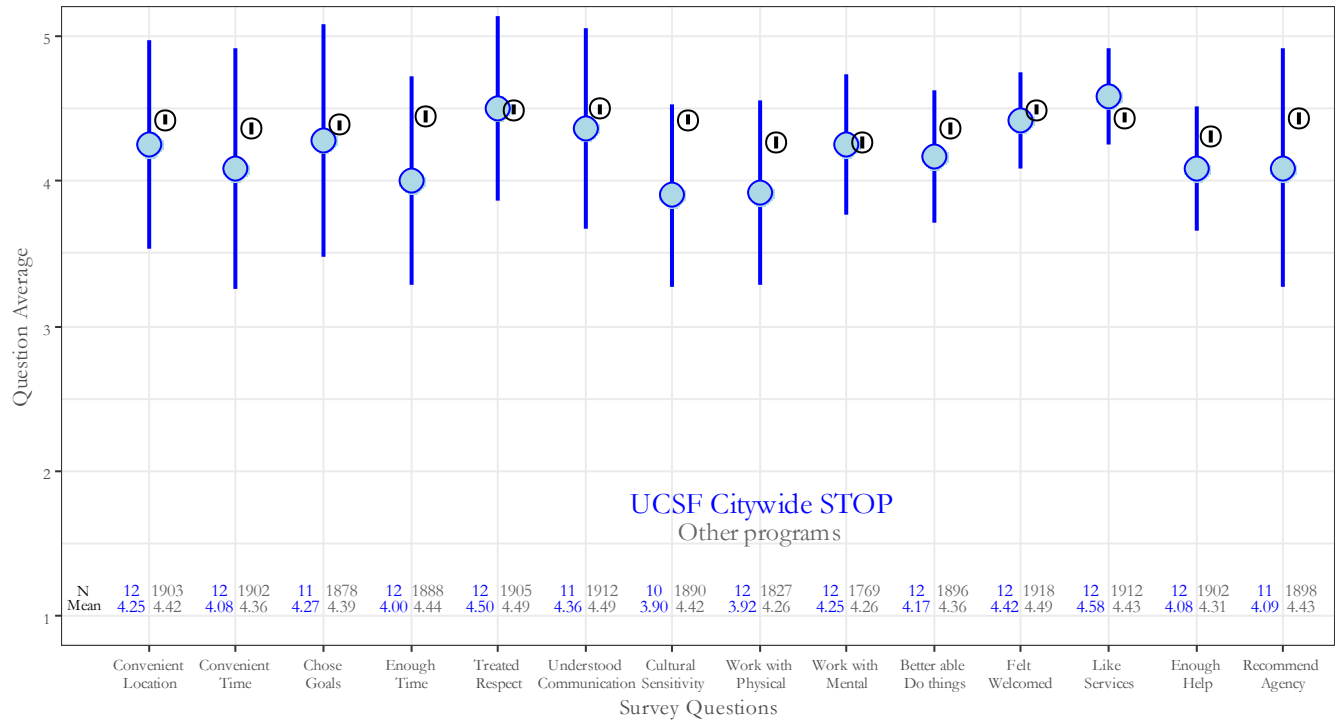
Satisfaction Survey

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A
1. The location was convenient (public transportation, distance, parking, etc)	1 8.3 %	0 0.0 %	0 0.0 %	5 41.7 %	6 50.0 %	0 0.0 %
2. Services were available when I needed them	1 8.3 %	1 8.3 %	0 0.0 %	4 33.3 %	6 50.0 %	0 0.0 %
3. I chose the treatment goals with my provider's help	1 9.1 %	0 0.0 %	0 0.0 %	4 36.4 %	6 54.5 %	0 0.0 %
4. Staff gave me enough time in my treatment sessions	1 8.3 %	0 0.0 %	1 8.3 %	6 50.0 %	4 33.3 %	0 0.0 %
5. Staff treated me with respect	0 0.0 %	1 8.3 %	1 8.3 %	1 8.3 %	9 75.0 %	0 0.0 %
6. Staff spoke to me in a way I understood	0 0.0 %	1 8.3 %	1 8.3 %	2 16.7 %	7 58.3 %	1 8.3 %
7. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	0 0.0 %	4 36.4 %	3 27.3 %	3 27.3 %	1 9.1 %
8. Staff here work with my physical health care providers to support my wellness	0 0.0 %	1 8.3 %	3 25.0 %	4 33.3 %	4 33.3 %	0 0.0 %
9. Staff here work with my mental health care providers to support my wellness	0 0.0 %	0 0.0 %	2 16.7 %	5 41.7 %	5 41.7 %	0 0.0 %
10. As direct result of the services I am receiving, I am better able to do things that I want to do	0 0.0 %	0 0.0 %	2 16.7 %	6 50.0 %	4 33.3 %	0 0.0 %
11. I felt welcomed here	0 0.0 %	0 0.0 %	0 0.0 %	7 58.3 %	5 41.7 %	0 0.0 %
12. I like the services offered here	0 0.0 %	0 0.0 %	0 0.0 %	5 41.7 %	7 58.3 %	0 0.0 %
13. I was able to get all the help/services that I needed	0 0.0 %	0 0.0 %	2 16.7 %	7 58.3 %	3 25.0 %	0 0.0 %
14. I would recommend this agency to a friend or family member	1 9.1 %	0 0.0 %	1 9.1 %	4 36.4 %	5 45.5 %	0 0.0 %

Satisfaction by Gender

Gender	Count	Satisfied	Percentage	Mean (1-5)
Female	1	1	100.00	3.91
Male	6	6	100.00	4.27
Decline/No answer	4	4	100.00	4.67
Other	1	0	0.00	2.50

Satisfaction Survey - Item Means and 95% Confidence Intervals



Satisfaction by Ethnicity

Ethnicity	Count	Satisfied	Percentage	Mean (1-5)
Black/African American	1	1	100.00	4.18
White/Caucasian	5	5	100.00	4.15
Multi-ethnic	1	1	100.00	4.64
Other	1	0	0.00	2.50
Unknown	4	4	100.00	4.67



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Treatment Perceptions Survey Report - Fall 2017
UCSF Citywide STOP Sober CM
Program codes (RUs): 3832SM-ANS

Overall Satisfaction¹
100.0%

Survey Response Rate
Not available, no Avatar billing

There were surveys returned for 5 clients.

The satisfaction score (items 2-7 and 10-14) for this program: **4.69** out of five,
Other programs: **4.41**.

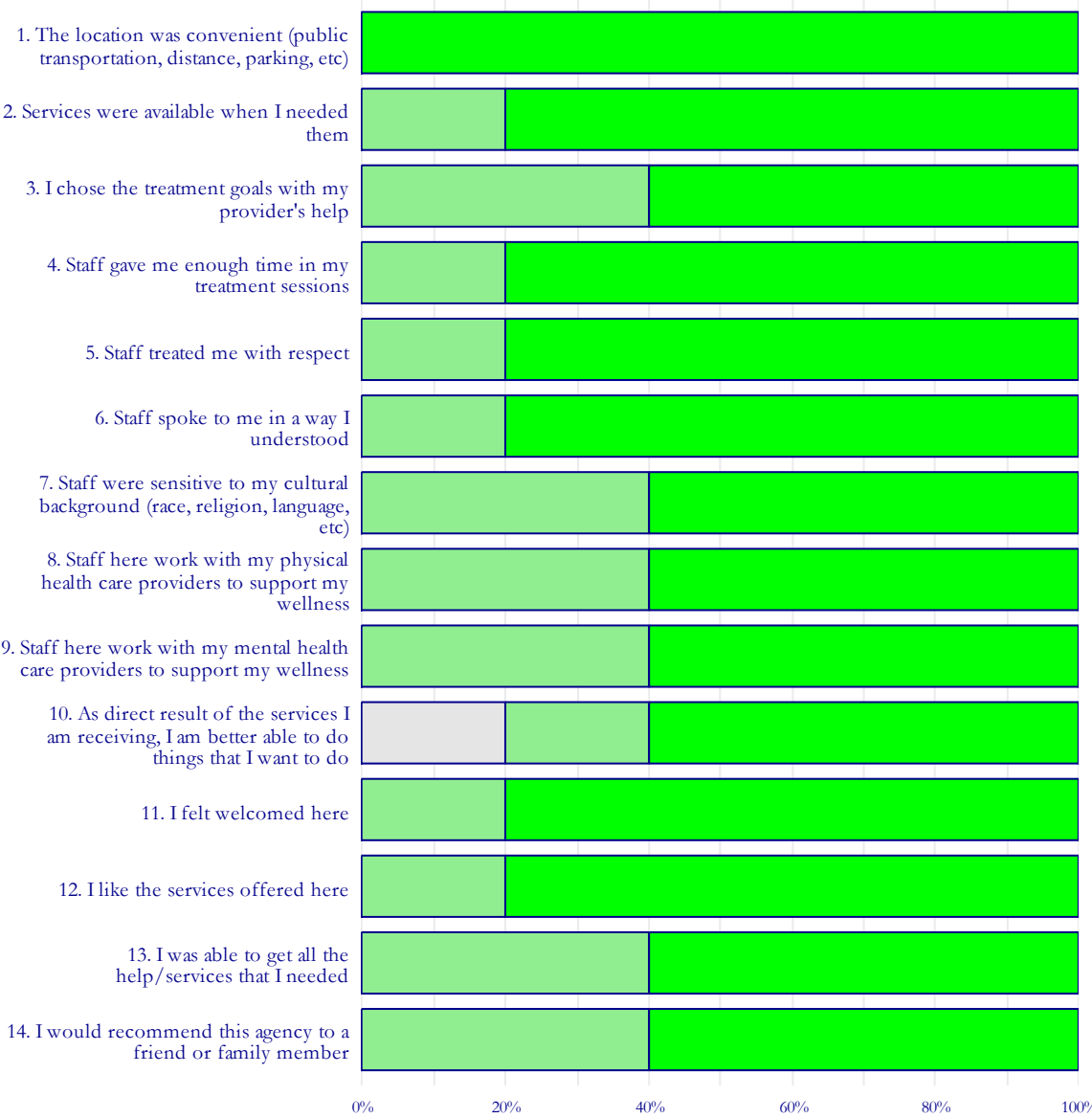
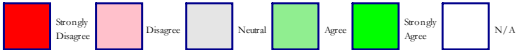
The average rating on all survey questions for UCSF Citywide STOP Sober CM: **4.70**
Other programs: **4.39**.

Survey Compliance

Response	UCSF Citywide STOP Sober CM	Other Programs	Total
Completed Survey	5 100 %	1941 99.9 %	1946 99.9 %
Blank Survey	0 0 %	2 0.1 %	2 0.1 %
Total	5 100 %	1943 100 %	1948 100 %

¹ Overall Satisfaction calculated using questions 2 through 7 and 10 through 14. Surveys with a mean score of 3.5 or higher were counted as "satisfied." Approximate return rate is based on count of survey forms submitted as ratio to the number of unique persons with billings in the Avatar system during the week of the survey. That percent can exceed 100 if clients were surveyed but did not generate a billing.

Satisfaction Survey



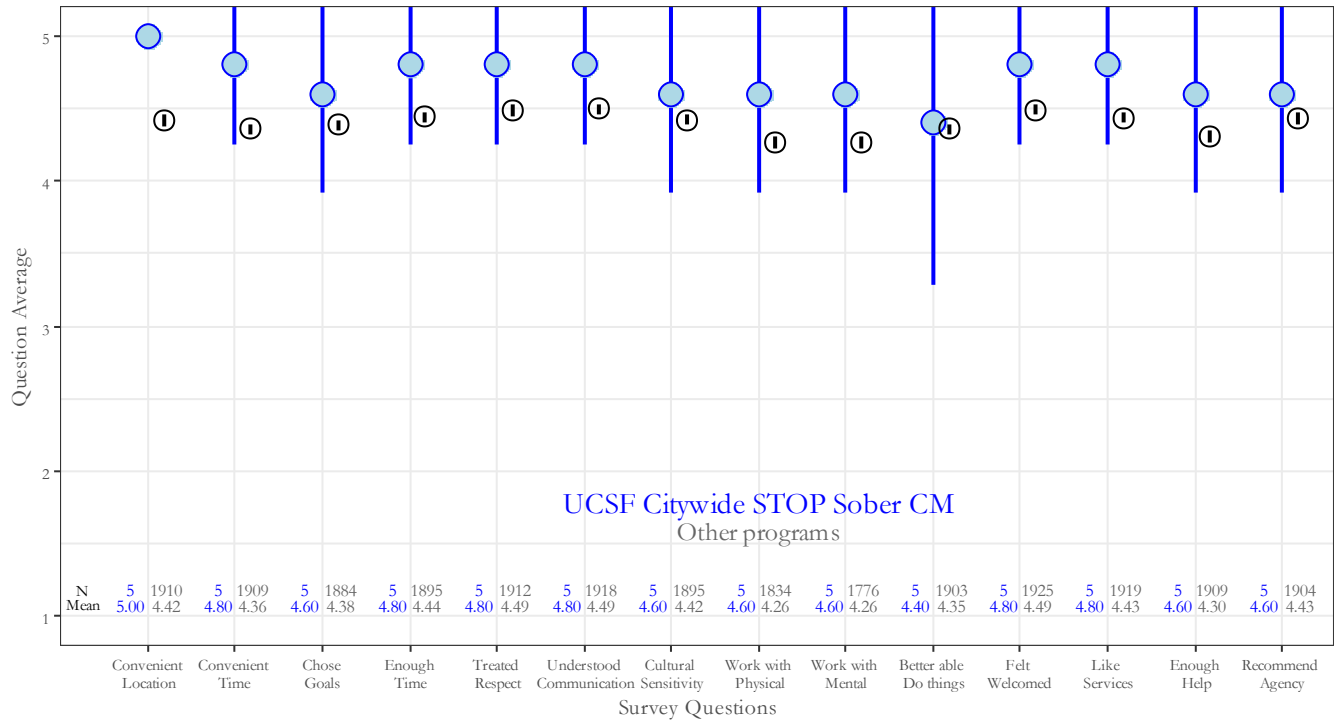
Satisfaction Survey

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A
1. The location was convenient (public transportation, distance, parking, etc)	0 0.0 %	0 0.0 %	0 0.0 %	0 0.0 %	5 100.0 %	0 0.0 %
2. Services were available when I needed them	0 0.0 %	0 0.0 %	0 0.0 %	1 20.0 %	4 80.0 %	0 0.0 %
3. I chose the treatment goals with my provider's help	0 0.0 %	0 0.0 %	0 0.0 %	2 40.0 %	3 60.0 %	0 0.0 %
4. Staff gave me enough time in my treatment sessions	0 0.0 %	0 0.0 %	0 0.0 %	1 20.0 %	4 80.0 %	0 0.0 %
5. Staff treated me with respect	0 0.0 %	0 0.0 %	0 0.0 %	1 20.0 %	4 80.0 %	0 0.0 %
6. Staff spoke to me in a way I understood	0 0.0 %	0 0.0 %	0 0.0 %	1 20.0 %	4 80.0 %	0 0.0 %
7. Staff were sensitive to my cultural background (race, religion, language, etc)	0 0.0 %	0 0.0 %	0 0.0 %	2 40.0 %	3 60.0 %	0 0.0 %
8. Staff here work with my physical health care providers to support my wellness	0 0.0 %	0 0.0 %	0 0.0 %	2 40.0 %	3 60.0 %	0 0.0 %
9. Staff here work with my mental health care providers to support my wellness	0 0.0 %	0 0.0 %	0 0.0 %	2 40.0 %	3 60.0 %	0 0.0 %
10. As direct result of the services I am receiving, I am better able to do things that I want to do	0 0.0 %	0 0.0 %	1 20.0 %	1 20.0 %	3 60.0 %	0 0.0 %
11. I felt welcomed here	0 0.0 %	0 0.0 %	0 0.0 %	1 20.0 %	4 80.0 %	0 0.0 %
12. I like the services offered here	0 0.0 %	0 0.0 %	0 0.0 %	1 20.0 %	4 80.0 %	0 0.0 %
13. I was able to get all the help/services that I needed	0 0.0 %	0 0.0 %	0 0.0 %	2 40.0 %	3 60.0 %	0 0.0 %
14. I would recommend this agency to a friend or family member	0 0.0 %	0 0.0 %	0 0.0 %	2 40.0 %	3 60.0 %	0 0.0 %

Satisfaction by Gender

Gender	Count	Satisfied	Percentage	Mean (1-5)
Female	1	1	100.00	4.45
Male	4	4	100.00	4.75

Satisfaction Survey - Item Means and 95% Confidence Intervals



Satisfaction by Ethnicity

Ethnicity	Count	Satisfied	Percentage	Mean (1-5)
Black/African American	1	1	100.00	4.45
Latinx	1	1	100.00	4.00
White/Caucasian	1	1	100.00	5.00
Other	2	2	100.00	5.00



San Francisco
Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

Treatment Perceptions Survey Report - Fall 2017

Westside Methadone Maintenance Detox

Program codes (RUs): 38874

Overall Satisfaction¹

87.9%

Survey Response Rate

54.4%

There were surveys returned for 124 clients.

The satisfaction score (items 2-7 and 10-14) for this program: **4.41** out of five,
Other programs: **4.41**.

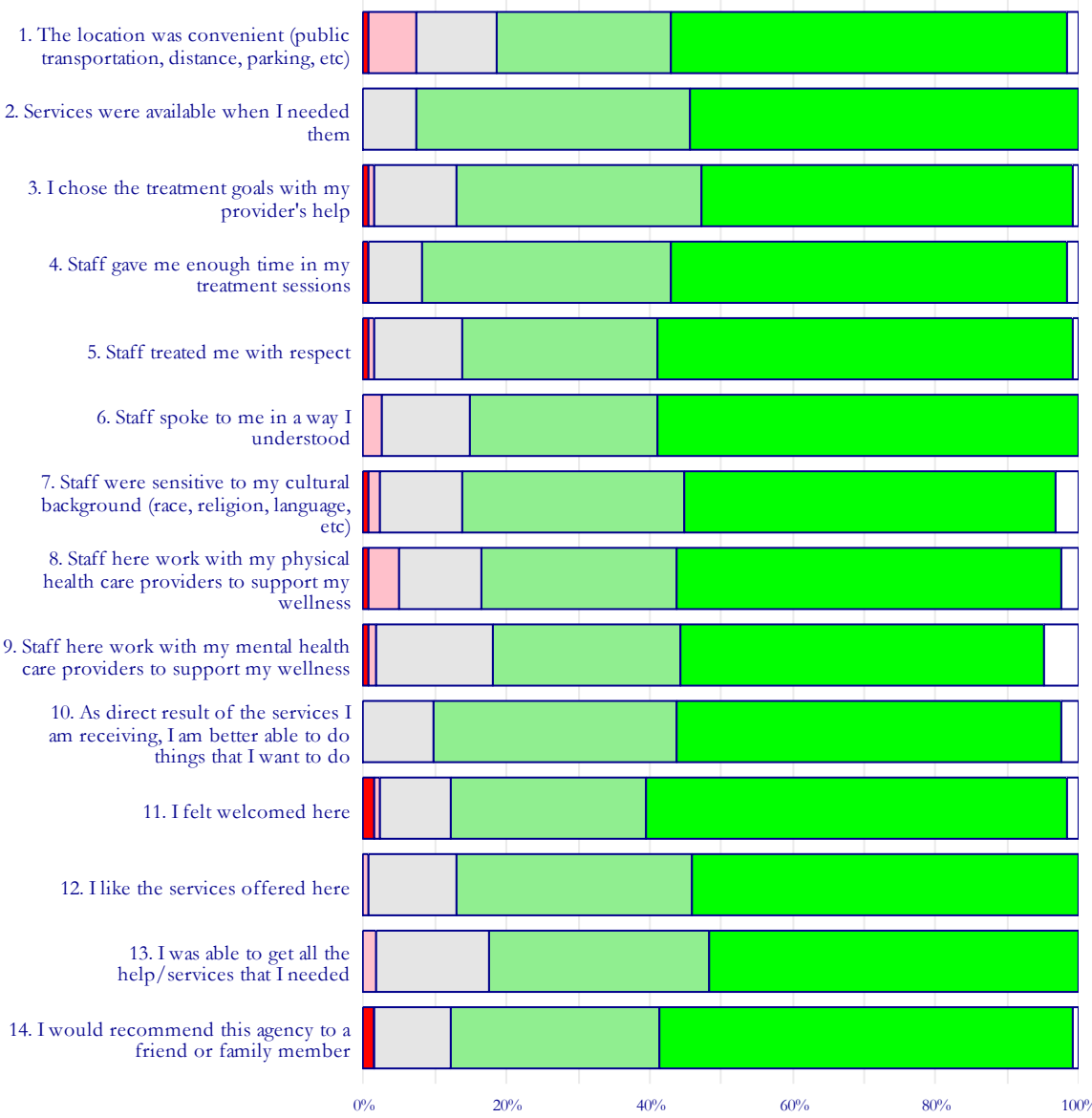
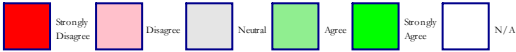
The average rating on all survey questions for Westside Methadone Maintenance Detox: **4.39**
Other programs: **4.39**.

Survey Compliance

Response	Westside Methadone Maintenance Detox	Other Programs	Total
Completed Survey	124 100 %	1822 99.9 %	1946 99.9 %
Blank Survey	0 0 %	2 0.1 %	2 0.1 %
Total	124 100 %	1824 100 %	1948 100 %

¹ Overall Satisfaction calculated using questions 2 through 7 and 10 through 14. Surveys with a mean score of 3.5 or higher were counted as "satisfied." Approximate return rate is based on count of survey forms submitted as ratio to the number of unique persons with billings in the Avatar system during the week of the survey. That percent can exceed 100 if clients were surveyed but did not generate a billing.

Satisfaction Survey



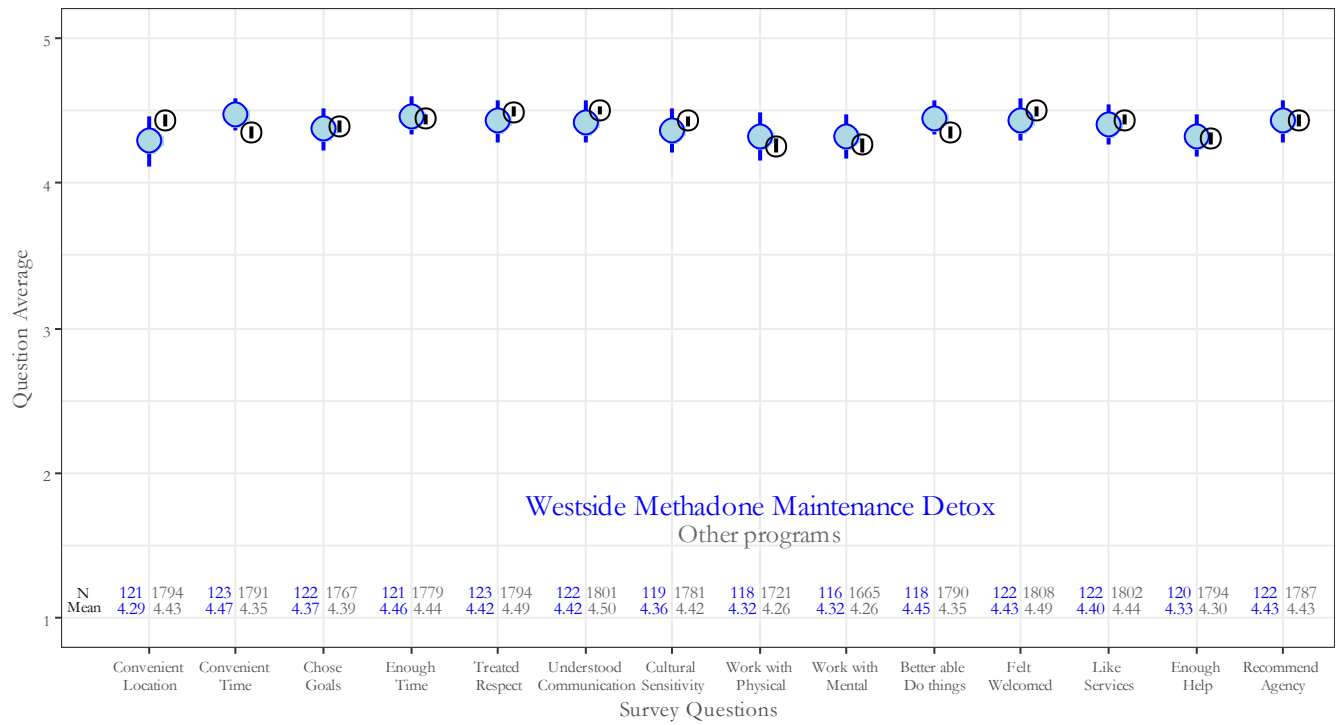
Satisfaction Survey

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A
1. The location was convenient (public transportation, distance, parking, etc)	1 0.8 %	8 6.5 %	14 11.4 %	30 24.4 %	68 55.3 %	2 1.6 %
2. Services were available when I needed them	0 0.0 %	0 0.0 %	9 7.3 %	47 38.2 %	67 54.5 %	0 0.0 %
3. I chose the treatment goals with my provider's help	1 0.8 %	1 0.8 %	14 11.4 %	42 34.2 %	64 52.0 %	1 0.8 %
4. Staff gave me enough time in my treatment sessions	1 0.8 %	0 0.0 %	9 7.3 %	43 35.0 %	68 55.3 %	2 1.6 %
5. Staff treated me with respect	1 0.8 %	1 0.8 %	15 12.1 %	34 27.4 %	72 58.1 %	1 0.8 %
6. Staff spoke to me in a way I understood	0 0.0 %	3 2.5 %	15 12.3 %	32 26.2 %	72 59.0 %	0 0.0 %
7. Staff were sensitive to my cultural background (race, religion, language, etc)	1 0.8 %	2 1.6 %	14 11.4 %	38 30.9 %	64 52.0 %	4 3.2 %
8. Staff here work with my physical health care providers to support my wellness	1 0.8 %	5 4.1 %	14 11.6 %	33 27.3 %	65 53.7 %	3 2.5 %
9. Staff here work with my mental health care providers to support my wellness	1 0.8 %	1 0.8 %	20 16.4 %	32 26.2 %	62 50.8 %	6 4.9 %
10. As direct result of the services I am receiving, I am better able to do things that I want to do	0 0.0 %	0 0.0 %	12 9.9 %	41 33.9 %	65 53.7 %	3 2.5 %
11. I felt welcomed here	2 1.6 %	1 0.8 %	12 9.7 %	34 27.4 %	73 58.9 %	2 1.6 %
12. I like the services offered here	0 0.0 %	1 0.8 %	15 12.3 %	40 32.8 %	66 54.1 %	0 0.0 %
13. I was able to get all the help/services that I needed	0 0.0 %	2 1.7 %	19 15.8 %	37 30.8 %	62 51.7 %	0 0.0 %
14. I would recommend this agency to a friend or family member	2 1.6 %	0 0.0 %	13 10.6 %	36 29.3 %	71 57.7 %	1 0.8 %

Satisfaction by Gender

Gender	Count	Satisfied	Percentage	Mean (1-5)
Female	37	36	97.30	4.49
Male	75	63	84.00	4.40
Transgender	2	2	100.00	4.41
Decline/No answer	9	7	77.78	4.12
Other	1	1	100.00	4.18

Satisfaction Survey - Item Means and 95% Confidence Intervals



Satisfaction by Ethnicity

Ethnicity	Count	Satisfied	Percentage	Mean (1-5)
Black/African American	41	38	92.68	4.46
Latinx	5	3	60.00	3.92
White/Caucasian	55	49	89.09	4.43
Multi-ethnic	7	6	85.71	4.21
Other	9	7	77.78	4.33
Unknown	7	6	85.71	4.52